



# *Town of Manchester*

## **General Manager's Report**

**Scott Shanley**  
General Manager

May 2009

### **Memorial Day Holiday**

Town of Manchester offices will be closed in observance of Memorial Day on Monday, May 25, 2009. Mary Cheney Library and Whiton Memorial Library will be closed on Saturday, May 23 and Monday, May 25. Trash will not be collected on May 25 and will be delayed one day for the remainder of the week.

Parade: The annual Memorial Day Parade will take place at 9:30 a.m. on Monday, May 25. The parade steps off at the Army Navy Club, proceeds up Main Street to East Center Street and turns around at Monroe Park (across from Lenox Drug Store). The Parade will end in Center Memorial Park with a speaking program.

### **Finance Department**

#### **Assessment and Collection**

Although the Grand List won't be signed until January 2010, the Assessment Office is hard at work on the Grand List of October 1, 2009. The staff is busy with fieldwork on real estate related to measuring the improvement to a property after a building permit is issued. Though building permit activity is noticeably less this year due to the economy, hundreds of properties will receive site visits this year. Every day work includes inputting sale and transfer data, assisting taxpayers with motor vehicle changes and handling daily customer and taxpayer requests.

The Collection side of the office is gearing up for the July collection period while continuing to collect delinquent taxes from the current year, Water and Sewer bills and parking tickets.

As part of the goal to continue to improve efficiency and to become environmentally friendly, the Assessment and Collection staff has continued to scan more and more of the every day documents. This has already provided dividends to the office in terms of saving valuable storage space and saving expenses on copy paper. It is anticipated that this program will continue to grow and continue to help us improve efficiency, save money and help the environment.

Senior taxpayers are reminded that the deadline to apply for the Senior Tax Relief program is May 15, 2009.

Applications for the Senior Homeowner's Program and Additional Veteran's Program were mailed in late January. These applications must be filed by May 15, 2009, in order for qualifying seniors to receive their property tax credits. In order to qualify, taxpayers must

be over age 65 by December 2008, or be totally disabled. Taxpayers must own a home and must provide documentation listing their 2008 income to the Assessor's office with a completed application. The maximum income for qualifying senior (or disabled) taxpayers is \$30,500 for unmarried, and \$37,500 for married.

Changes approved two years ago to the HELP program and additional benefit programs are being incorporated into this year's Homeowner's application process.

### **Manchester Fire-Rescue-EMS**

#### **Activity Report for March 2009**

Medical/Rescue	449
Fire Related	16
Hazardous Conditions	10
Public Service	25
Good Intent	57
False	39
Mutual Aid	3
TOTAL	599

#### **School Street Training**

Sister Fire Departments Manchester and East Hartford will be performing interior operational training in the Cheney Building on School Street during the month of May. The combined department initiative will focus primarily on "Rapid Intervention" methods. Rapid Intervention is an assignment of trained personnel tasked solely to respond to the aid of firefighters that become lost, trapped or disoriented while fighting a structure fire or are working in another type of dangerous environment. Both the NFPA and OSHA have requirements for Rapid Intervention assignments at structure fires and other incidents where an IDLH (Immediately Dangerous to Life and Health) exists. Manchester and East Hartford's SOPs on rapid intervention will mirror the others and each department will be able to provide the service to one another operating under identical principles.

### **Manchester Police Department**

#### **Police Activity – March**

Total Calls for Service -	4,873
Total Police Cases	1,356
Total 911 Calls	693

#### **Emergency Calls**

Eighth District	141
Town Fire	640
PD	4,092

**Officer Recognition**

Officer Jason Wagner was recognized by the East Hartford Exchange Club as the 2009 recipient of their "Salute to Manchester's Finest" at their banquet on April 28, 2009 at the Marco Polo Restaurant. Officer Wagner will also be recognized at the Connecticut District ceremony – "Salute to Connecticut's Finest" on May 28, 2009 at the Aquaturf Conference Center in Plantsville, CT. Officer Wagner became a Police Officer in Manchester in May 2002. He was recommended as this year's recipient for his work within the Community Policing Unit, which he joined in June 2008. As a PAR (Police Area Representative), Officer Wagner's impact was instant and dramatic; he has excelled in the area of narcotics investigations as well as taking a proactive approach to ongoing quality of life issues in the neighborhood. Officer Wagner has made approximately 155 arrests since joining the Unit about eight months ago. He has simultaneously been able to build a trusting relationship with many of the people that live or work in the area. Along with the other three PAR Officers assigned to the unit, they have made remarkable strides in the services provided to the community as well as the perception of all MPD Officers. This ability to be tough on crime while earning the respect of the community members is the goal of every Community Policing Unit in the country. Officer Wagner is able to be a compassionate Officer, going the extra mile to get someone help when they need it. In addition, Officer Wagner has been a big part of the Explorer Program for the past few years and has shown the Explorers how to act in a professional manner; he is a tremendous mentor and role model.

**Police Recruits**

Police Recruit Officers Joseph Davis and Timothy Levesque graduated from the Waterbury Police Academy on April 27. They will now begin their Field Training Officer (FTO) program in Manchester.

**Public Works Department**

**Building Inspection Activity March 1 – March 31, 2009**

Building Permits	March	February
Total Applications received	222	183
Total Permits issued	222	157
Total Revenue	\$46,291.30	\$40,283.99
Construction Value*	\$3,155,926.00	\$13,528,542.00
Inspections conducted	450	386
 Code Enforcement		
Cases opened	53	63
Cases closed	49	24
Inspections conducted	146	90
 Neighborhood Inspections***		
Cases opened	77	28
Cases closed	56	19
Inspections conducted	133	75
Recycling inspection/notices***	450	1665

Comparison of fiscal years July 1 – March 31

Building Permits	FY 2009	FY2008
Total Applications received	2240	2096
Total Permits issued	2206	2070
Total Revenue	\$490,275.53	\$538,412.74
Total Construction Value*	\$46,979,384.74**	\$34,434,395.39
Inspections conducted	4896	5227
Code Enforcement		
Cases opened	373	452
Cases closed	342	584
Inspections conducted	909	1165

\*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 completed the early morning recycling inspections on the daily trash collection routes. They started on 10/27/08 and ended on March 12, 2009.

**Recreation Department**

The Park and Recreation Summer Brochure will be mailed to every household in Manchester the week of May 4.

The Senior Citizen's Fishing Derby and the Children's Fishing Derby will both be held on Saturday, May 9 from 7:00 a.m. – 10:00 a.m. The Senior Derby will be at Salters Pond and the Children's Derby will be at Center Springs Pond.

**Water and Sewer Department**

Please visit the top floor of Town Hall where you will see a dazzling display of artwork submitted by Manchester fourth grade elementary students. This artwork is part of a contest being sponsored by the Water Department in recognition of National Drinking Water Week which is May 3 – May 9. This year's theme is "Only tap water delivers....". Entries will be judged on creativity and artistic merit. We encourage everyone to stop by to see how imaginative and talented the students of the Manchester Public Schools are given a canvas and a concept.

The annual water main flushing program is continuing throughout Town this month as well. Hydrants in town are opened by department personnel and allowed to flow in order to flush sediment and accumulated debris out of the water mains. This work will be performed Monday – Friday from 7:15 a.m. – 3:00 p.m. 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 which streets may be affected by this program, see the notices in the Journal Inquirer or visit the Water Department's website at [www.townofmanchester.org/water](http://www.townofmanchester.org/water) and click the

Customer Information tab for the complete flushing schedule. The Info Line can also be called anytime at 647-3137 or the Dispatch Office Monday – Friday, between the hours of 7:00 a.m. and 3:30 p.m. at 647-3201 for schedule updates and/or assistance.

On April 8, 2009, a delegation from the Kingdom of Bhutan toured the Hockanum River Water Pollution Control Facility. Bhutan is a landlocked country of approximately 600,000 people located near the eastern Himalayas and is bordered by India and China. A constitutional monarchy governs Bhutan and it remained largely isolated from most of the world until the 1960's. They are currently in the process of constructing and modernizing their nation's infrastructure. Mountainous lakes provide excellent sources of water for domestic purposes and for power generation, however, they now realize they must provide investment for water reuse and waste treatment. By touring the Town's Wastewater Treatment Facility and others in the region, the delegation obtained a first-hand look at the significant resources municipalities across the United States dedicate to waste treatment and environmental protection.

### **Employee News**

#### **Recently Retired**

Glen Richards – Police Department

Dana Chalou – Police Department

Donald Poist – Police Department