



# *Town of Manchester*

## **General Manager's Report**

**Scott Shanley**  
**General Manager**

**June 2009**

### **Manchester Government Academy**

The 14<sup>th</sup> session of Manchester Government Academy recently graduated the following:

Florence Alkas	Edward Molans
Mitsey Baker	Deborah Palmer
Andy Cokkinias	Elyse & Ralph Petzold
Gerald Cope	Ginger & Richard Plumadore
Mary Eastwood	Egils Ramans
Ann England	Rauls Ramans
Jose & Felicia Gee	Joseph San Antonio
Marcia Hasemann	Kristen San Antonio
Richard & Susan Holmes	Mark Sirois
Gloria & Rudy Kissmann	Bea Snyder
Ann Lucente	Deborah Starkel
Nancy Mann	Robin Starkel
Thomas Matrick	Alex Toribio
Peg McCoan	John Weedon
Allison & Matthew Wilkos	Kim Williams

The next session of Manchester Government Academy will begin in September. For further information please see the Town's website or call 647-3102.

### **Customer Service & Information Center**

#### **Passports**

The Customer Service & Information Center has been designated as a Passport Acceptance Agency by the U.S. Passport Agency. Since the Customer Service & Information Center began accepting applications on February 19, 2009, 49 applications have been processed. US passports are only issued to US citizens or nationals. Each person must personally appear in the Customer Service & Information Center to apply for a passport. Both parents must accompany children under age 16. Passport hours are Monday – Friday, 8:30 a.m. – 4:15 p.m. and an appointment is recommended.

<http://www.townofmanchester.org/CitizenService/Passports2-11-08.cfm>

### **Manchester T-shirts**

Get ready for Pride in Manchester Week with your very own Manchester T-shirt! Come and shop in the Customer Service & Information Center Gift Shoppe at Town Hall. Varieties include City of Village Charm, Hike the Hockanum, Historical Society, MDOG, Cruisin' on Main, Firefighters Memorial Garden, Manchester Land Trust, and patriotic hats & t-shirts from the VFW. A complete listing of Manchester merchandise for sale is available online, or visit Monday – Friday, 8:00 a.m. – 5:00 p.m. 647-5235. <http://www.townofmanchester.org/CitizenService/Merchandise.cfm> Pride in Manchester Week events are scheduled for June 5 – June 14. A complete listing of events is available online: <http://www.townofmanchester.org/prideandheritage/Default.cfm>

### **Band Shell Concerts**

Schedules for the summer concert series will be available in early June at the Town Hall Customer Service & Information Center, Monday – Friday, 8:00 a.m. – 5:00 p.m. 647-5235. Concert details are also available online at [www.manchesterbandshell.com/](http://www.manchesterbandshell.com/) The first official concert will be the US Coast Guard Band on June 17<sup>th</sup>. All concerts are 7:00 p.m. – 9:00 p.m. at the Manchester Bicentennial Band Shell on the grounds of Manchester Community College. Admission is free, but donations are welcome, as are volunteers.

### **Fireworks and Barbeque**

Friday, July 3 (rain date July 5) – James Dutch Fogarty Independence Day Celebration. Tickets for the annual Chicken BBQ will be on sale mid-June for \$7.00 in the Customer Service & Information Center in Town Hall, Monday – Friday, 8:00 a.m. – 5:00 p.m. Tickets purchased the day of the event are \$8.00. For more information, please call 647-5235.

## **Finance Department**

### **Accounting**

Effective with the payroll dated May 8, 2009, the majority of town employees who utilize direct deposit began receiving their pay stubs via secure E-mail instead of a on a paper form. This initiative is consistent with the Town's objective of "going green" and saves money due to the reduction in the number of costly forms needed for the bi-weekly payroll.

### **Assessment and Collection**

The State-mandated period for qualifying seniors to apply for the Homeowner's Program or the HELP program ended on May 15, 2009. The State of CT's Senior Homeowner's Tax Credit Program is a two-year program, with about half the participants applying in any one year.

Final preparations for mailing of tax bills are nearly completed. In June 2009, an estimated 68,000 total tax bills will be mailed. This includes over 17,000 real estate tax bills, over 47,000 motor vehicle tax bills and over 3,000 personal property tax bills. The June 2009 real estate tax bills will reflect the third, and final, year of the phase-in of the 2006 revaluation, so this year's tax bill will be the first tax bill at the mandated 70% assessment ratio.

The Office of Assessment & Collection reminds residents that current tax payments are due by 6:00 p.m. Monday, August 3, 2009. Current taxes include Motor Vehicle tax bills, and the first installment for Real Estate and Personal Property. If tax bills are not paid by that time, there will be an interest charge of 1.5% per month from the July 1, 2009 due date, with a minimum of \$2.00. As is in the past, 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. A good tip is to mark a home calendar for mid-January 2010 with a reminder to make the second installment payment.

Current tax payments (not delinquent) may also be made at the Customer Service & Information Center in Town Hall. For convenience, there is a Night Drop Box available near the handicapped accessible door at the rear of Manchester Town Hall, 41 Center Street. The Office of the Tax Collector may be reached at 647-3018 and the Tax Assessor at 647-3016/Fax: 647-3099.

The Tax Office will be open 8:20 a.m.–4:40 p.m., Monday–Friday. Special extended hours of operation will be offered on Friday, July 31, 2009, and Monday, August 3, 2009 until 6:00 p.m.

The Town of Manchester is also pleased to announce that Manchester citizens now have an additional option for payment of current tax bills and Water & Sewer payments. Effective May 25, 2009, residents may now pay a water/sewer bill at the Manchester branch of Enfield Savings Bank located at 23 Main Street, Manchester. The tax bill must be brought to the bank in order for Enfield Savings Bank to process the payment. Payments at Enfield Savings can be made with cash, check, or money order. All of the New Alliance Bank branches in town will continue to be available for this service as well. Please use either site. Delinquent tax bills cannot be accepted at either site.

The Customer Service & Information Center at the Town Hall, the after-hours Drop Box at the rear of Town Hall, and on-line payments continue to be available for payment options. A convenience fee and E-check fee will apply for on-line payments on the “On-Line Bill Pay” page at [www.townofmanchester.org](http://www.townofmanchester.org).

Questions on the payment of bills should be directed to the Office of Assessment & Collection, 647-3018. Questions concerning the calculation of water/sewer bills should be directed to the Water & Sewer Department at 647-3135.

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

#### **Activity Report for April 2009**

Medical/Rescue	486
Fire Related	11
Hazardous Conditions	26
Public Service	40
Good Intent	73
False	41
Mutual Aid	5
TOTAL	682

## Apparatus Sold

A small city on Vancouver Island, British Columbia is the proud new owner of Manchester's former "Rescue-2". The 2000 American LaFrance Eagle Rescue Truck was sold by the Fire Department, in early May, to an apparatus dealer in Union Grove, Alabama. The Alabama dealer ultimately sold the apparatus to one of the small seaside towns on Vancouver Island. Rescue-2, which was stationed at the Headquarters station, was removed from service in September 2006 when a newly purchased Pumper was placed into service at the Center Street station.

## Manchester Public Library

### Summer Reading Program

The Summer Reading Program will be starting soon. The theme of the 2009 Adult Summer Reading Program is *Manchester Public Library: A Hidden Gem*, emphasizing features of the library that will save people money. The adult Kick-off program will be 7:00 p.m. on Monday, June 15 and will feature Korcky Vann, Savvy shopper from The Hartford Courant. She will give tips on finding great buys. The library will have weekly prize drawings at both buildings courtesy of the Friends of the Manchester Public Library.

The Teen Summer Reading Program will start on June 20 and continue through August 27, 2009. There will be programs for teens on Wednesday evenings at 6:00 p.m. and Thursday afternoons at 3:00 p.m.

The theme for the Children's Summer Reading Program for children from birth – fifth grade is *How Do Dinosaurs Read Their Books?* Children will receive prizes for every five books they read. There will be daily activities at both Mary Cheney and Whiton, including picnic story times, craft programs and visits from professional performers, including Riverside Reptiles. These programs do not require registration. Nutmeg at Night, a book club for fourth – six graders, will continue through the summer (registration required). A new program, Prehistoric Puppeteers, in which children will make puppets, backdrops and props and perform a puppet show, also requires registration. A Dino Baby Pre-School Party for children under age five will be held on Friday, June 19<sup>th</sup> at 10:00 a.m. at Mary Cheney. A Caveman Kick-Off Party for all ages will be held on Saturday, June 20 at Mary Cheney at 10:30 a.m.

## Manchester Police Department

### Police Activity – April 2009

Total Calls for Service	4,903
Total Police Cases	1,367
Total 911 Calls	738

#### Emergency Calls

Eighth District	80
Town Fire	716
PD	4,020

**Text-A-Tip Program**

HOW: Using a cell phone, a text message with a tip or information to the Manchester Police Department can be sent.

**Text "TIPMPD" (and a message) to CRIMES (274637)**

The Manchester Police Department frequently relies on the general public for help in solving criminal cases. If anyone has witnessed a crime or if anyone has information that might help solve a case, the Manchester Police Department needs to know.

For the first time, cell phone users have the capability to provide anonymous crime fighting tips through the power of text messaging. The public can now provide anonymous tips by sending a text message from a cell phone 24 hours/day, seven days a week.

The popularity of text messaging has created a significant opportunity for citizens to help the Manchester Police Department. The typical cell phone users sends and receives more text messages than telephone calls and in 2008, the number of text messages was up 450% from two years prior.

When the Police Department receives a text message, it is completely anonymous because it has been completely stripped of its identity. The program was built specifically to allow text-messaging informants to remain anonymous by stripping the text messages of all identifying information before it gets to the police. This protects the personal details of the informant. Police can respond to text messages through the originating cell phone without ever knowing the identity of the individual who left the tip. The "texter" is given a unique ID by the system. This secure application allows the tipster and the investigator to have a two-way dialogue while always keeping the user's identity completely anonymous. The Manchester Police Department is not interested in the user's identity!

Texting is the preferred way of communication among teenagers and young adults so it only makes sense that the role of texting is embraced in policing efforts. Text-A-Tip is a rapid and silent method of communication that may make people more comfortable when reporting crimes or potential crimes.

Manchester Police Department encourages all citizens to report information about any non-urgent illegal activity, such as vandalism, theft, the sale and distribution of drugs or information about crimes that are being planned. Anyone who discovers information on MySpace, Facebook, MyLife, or YouTube should anonymously text a tip to help prevent a tragedy or loss.

HOW: Anyone can text a message with a tip or information to the Manchester Police Department by using a cell phone:

**Text "TIPMPD" (and the message) to CRIMES (274637)**

**Anonymous tips may also be submitted by calling 645-KLUE.**

**To report an emergency or if a crime is seen in progress, immediately call 911.**

Officer Stacey L. Forish  
Community Relations  
860-645-5568  
[forish@ci.manchester.ct.us](mailto:forish@ci.manchester.ct.us)

## **Human Services**

### **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. Appointments can be scheduled through the office. This program provides a one time yearly payment to renters based on income, rent and utilities that were paid form the previous year. (2008) Applicants must be age 65 or over by 12/31/08 or be **permanently and totally disabled** as defined by Social Security and at least 18 years of age by 12/31/08. There are five clinics scheduled throughout the summer at housing complexes. Information is available on the web site: <http://humanservices.townofmanchester.org/elderly/documents/RentersRebate2009Blurb.pdf>

The 2008 Point-in-Time Count of the Homeless Summary Report was released on May 8, 2009. The report was completed by the Planning and Human Services Departments, with the assistance of the Manchester Continuum of Care (COC) working group. The COC working group conducted a one-week count during the week of October 19 – October 25, 2008. The purpose of the one-week count is to obtain a snapshot of the homeless population in Manchester and those who may be at risk of homelessness. The survey instrument contains questions about demographics; housing needs, and reasons for homelessness, service needs, family status, income and medical needs. The report also includes annual data from local agencies in contact with homeless individuals and families and with residents in need of affordable housing. This is the seventh year that the working group conducted the count. The annual report has been a useful tool in benchmarking service and housing needs, and identifying service gaps within the community. The COC working group developed seven recommendations described in the final section of the report. The report is available on the Town's web site at [www.townofnamchester.org/Planning/documents/2008reportFINAL.pdf](http://www.townofnamchester.org/Planning/documents/2008reportFINAL.pdf)

## **Public Works Department**

### **Building Department Activity for April 1 – April 30, 2009**

	April	March
Building Permits		
Total Applications received	282	222
Total Permits issued	259	222
Total Revenue	\$40,441.08	\$46,291.30
Construction Value*	\$2,966,338.82	\$3,155,926.00
Inspections conducted	576	450

Code Enforcement		
Cases opened	41	53
Cases closed	41	49
Inspections conducted	127	146
Neighborhood Inspections**		
Cases opened	122	77
Cases closed	110	56
Inspections conducted	232	133
Recycling inspection/notices***		450***

*Comparison of fiscal years July 1 – April 30*

Building Permits	FY2009	FY2008
Total Applications received	2522	2398
Total Permits issued	2465	2357
Total Revenue	\$530,716.61	\$592,231.66
Total Construction Value*	\$49,945,723.56**	\$38,162,524.39
Inspections conducted	5472	5760

Code Enforcement		
Cases opened	414	481
Cases closed	383	639
Inspections conducted	1036	1283

\*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 10/27/09 and ended on March 12, 2009.

**Center Springs Park – Selective Tree Removals**

Beginning June 1<sup>st</sup>, the Town will begin removing selected trees from Center Springs Park that are either dead or have structural issues. The work will be done by a contractor and the work is expected to last approximately 6 weeks. During the tree removal operations, locations within the park and the walking path where the contractor is actively working will be closed to the public.

**Manchester Water & Sewer Department**

Last month the Water Department sponsored a contest for artwork depicting the theme “Only tap water delivers...” in celebration of National Drinking Water Week. Young artisans from Manchester Fourth Grade Elementary Schools submitted many unique and creative interpretations for the event. Judges were extremely impressed by these imaginative efforts and ultimately declared co-winners to the contest. These pupils received a framed certificate in recognition of their achievement and will be awarded a grand prize of a tree planting for each

of their respective schools. Congratulations to all the contestants and this will now be an annual tradition.

The annual water main flushing program continues throughout the Town this month. Hydrants 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 (excluding holidays) from 7:15 a.m. – 3:00 p.m. When flushing occurs in a neighborhood a decreased pressure and/or discoloration of water may be experienced. These are temporary conditions and water should return to normal shortly after the flushing ends. If resident experiences a decrease in pressure after flushing, it is advisable to check the aerator screen in the faucet(s) or any installed line filters for blockage before calling the Water Department. To find out which street may be affected by this program, check the advertisement 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 may also be called anytime at 647-3137 or the Water 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.

The Water & Sewer Department would also like to thank all of the Government Academy attendees who visited the facilities during this year's spring session. Accolades bestowed upon Water & Sewer were appreciated and we would like to say, "...right back at ya!" The enthusiasm, understanding and intelligent observations are a few of the many reasons the Water & Sewer Department enjoys its work so much.

As an added convenience to customers, Water & Sewer bills may now be paid at the Manchester Branch of the Enfield Savings Bank on 23 Main Street. Payment at this location can be made with cash, check, or money order. The bill should be brought to the bank branch to ensure proper processing and delinquent accounts cannot be made at this location. For a full listing of available payment options, please visit the website (listed above) or call the Water & Sewer Customer Service Department at 674-3135.

## **Employee News**

### **Recently Hired**

Tomasz Kaczerski - Police Officer

Scott LaTorra - Police Officer

James Yowell - Police Officer

## June 2009

### **Building Committee Meeting**

June 1, 2009, 7:00PM  
Manchester Room, Town Hall

### **Planning and Zoning Commission Meeting**

June 1, 2009, 7:00PM  
Hearing Room, Lincoln Center

### **Board of Directors Meeting**

June 2, 2009, 7:00PM  
Hearing Room, Lincoln Center

### **Cox Cable Advisory Commission**

June 3, 2009, 6:30PM  
Newington, CT

### **Redevelopment Agency**

June 4, 2009, 7:30AM  
Manchester Room, Town Hall

### **Cheney Bros. National Historic District Commission Meeting**

June 4, 2009, 4:30PM  
Hearing Room, Lincoln Center

### **Manchester Arts Commission**

June 4, 2009, 6:30PM  
Law Library, Town Hall

### **Senior Center Advisory Committee**

June 5, 2009, 9:00AM  
Senior Center, 549 East Middle Turnpike

### **Board of Education Meeting**

June 8, 2009, 7:30PM  
Hearing Room, Lincoln Center

### **Permanent Memorial Day Committee**

June 8, 2009, 7:30PM  
Directors Room, Lincoln Center

### **Board of Directors Meeting**

June 9, 2009, 7:00PM  
Hearing Room, Lincoln Center

### **Cheney Hall Foundation Meeting**

June 10, 2009, 5:15PM  
Cheney Hall, 177 Hartford Road

### **Housing Authority Meeting**

June 10, 2009, 7:00PM  
Housing Authority, 24 Bluefield Drive

### **Commission For Elderly Services and People with Disabilities**

June 10, 2009, 7:00PM  
Senior Center, 549 East Middle Turnpike

### **Economic Development Commission**

June 11, 2009, 8:00AM  
Directors Room, Lincoln Center

### **Planning and Zoning Commission**

June 15, 2009, 7:00PM  
Hearing Room, Lincoln Center

### **Conservation Commission**

June 16, 2009, 7:30PM  
Directors Room, Lincoln Center

### **Human Relations Commission**

June 16, 2009, 7:30PM  
Law Library, Town Hall

### **Redevelopment Agency**

June 18, 2009, 7:30AM  
Hearing Room, Lincoln Center

### **Board of Directors Neighborhood Meeting**

June 18, 2009, 6:30PM  
Senior Center, 549 E. Middle Turnpike

### **Manchester Land Conservation Trust Meeting**

June 18, 2009, 7:00PM  
Manchester History Center  
175 Pine Street

### **Parks and Recreation Advisory Commission**

June 18, 2009, 7:00PM  
The Lodge at Center Springs, 39 Lodge Drive

### **Manchester Advisory Library Board**

June 22, 2009, 6:30PM  
Howroyd Room, Mary Cheney Library

### **Board of Education Meeting**

June 22, 2009, 7:30PM  
Hearing Room, Lincoln Center

### **Board of Directors Policy Briefing Meeting**

June 23, 2009, 8:00AM  
Manchester Room, Town Hall

### **Zoning Board of Appeals**

June 24, 2009, 7:00 PM  
Hearing Room, Lincoln Center

### **Hockanum River Watershed Association Meeting**

June 24, 2009, 7:30PM  
Directors Room, Lincoln Center

### **Pension Board Meeting**

June 25, 2009, 4:00PM  
Law Library Conference Room, Town Hall