



Town of Manchester

General Manager's Report

Scott Shanley
General Manager

July 2009

Holiday Observance

Town of Manchester offices will be closed in observance of Independence Day on Friday, July 3, 2009. Trash collection will follow the regular schedule with **no** delay. Mary Cheney Library and Whiton Memorial Library will be closed on Saturday, July 4, 2009.

Customer Service and Information Center (CSIC)

Taxes

Payments for Water bills, Motor Vehicle, Real Estate and Personal Property taxes can be made at the CSIC if the bills are current and payment is by check, money order, Discover card* (3% fee) or debit card. Note: VISA/MC are **not** accepted. Last day to pay without penalty is Monday, August 3, 2009.

Recreation

The CSIC serves as an auxiliary site by processing registrations and facility passes for the pools. Individuals must be present to have a photo membership card produced. Complete membership information can be found online at: <http://recreation.townofmanchester.org/>

The CSIC 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.

Finance

Assessment and Collection

Tax bills due July 1, 2009 (based on the Grand List of October 1, 2008) were mailed at the end of June. This includes the mailing of roughly 47,000 Motor Vehicle tax bills, roughly 3,000 personal property tax bills and roughly 18,000 Real Estate tax bills. These Real Estate tax bills are based on the 2006 revaluation, which was phased-in over a three year period, making these first real estate tax bills reflective of the full assessment ratio of 70% of the October 1, 2006 market value.

The Assessment and Collection staff reminds residents that current tax payments are due by 6:00 p.m. on Monday August 3, 2009. Current taxes include Motor Vehicle tax bills, and the first installment for Real Estate and Personal Property tax bills. Failure to make timely payments will subject taxpayers to interest charge of 1.5% per month from the July 1, 2009 due date, with a minimum of \$2.00. Please note that 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. Please save your receipts for income tax purposes. You may reach the Office of the Tax Collector at 647-3018, or the Office of the Assessor at 647-3016. The Office of Assessment and Collection will be open 8:20 a.m. to 4:40 p.m. Monday-Friday. Special extended hours of operation will be offered on Friday, July 31 and Monday, August 3, 2009 until 6:00 p.m.

Those taxpayers who reside in the Eighth Utilities Fire Tax District will receive separate bills from their offices at 18 Main Street. Eighth Utilities District tax bills are to be paid separately and paid directly to the Eighth Utilities District. The Eighth Utilities District can be reached at 860-463-9648. Real Estate tax bills for properties in the Eighth Utilities District were also revalued for the 2006 Grand List and were also phased-in over three years.

If you use an online bill paying service through your bank, be sure to specify which account or property you are paying on your check. You must update your account numbers, or designate motor vehicle tax, real estate tax, personal property tax or water/sewer bill.

The Office of Assessment and Collection experiences a very heavy volume of phone calls and walk-in customers during the immediate weeks following mailing of the tax bills. As a result, the office will experience longer than average lines of customers, and occasionally all phone lines are in use, thus customers who call may get a busy signal. We encourage our taxpayers to avoid the possibility of standing in line by paying on line, or mailing in your payment. We also encourage customers to call or visit our office during the times when we are less busy. Typically, the office receives its greatest volume of phone and foot traffic around lunch time, between 11:30 AM and 2:30 PM, along with just after opening and just prior to closing each day. Taxpayers who can call or visit the office in mid-morning or mid-afternoon will often find shorter waiting times. Taxpayers may also bring their current tax bills to any Manchester branch of New Alliance Bank, or the Manchester branch of Enfield Savings Bank up to August 3, 2009. Please note that the bank does not have access to tax records, and you must bring your bill with you. The banks accept full installment payments only. The bank will not accept partial payments. (You may also bring your January payment to the bank from late December 2009 to February 1, 2010.)

In addition, you will find a night drop box located behind Town Hall at the handicap accessible entrance. This is emptied every workday morning. NEVER leave cash, and always seal your payment in an envelope. If you do not include a bill with your payment, please write your account number on the check.

Public Works Department

Building Department Activity May 1 – May 31, 2009

<i>Building Permits</i>	<i>May</i>	<i>April</i>
Total Applications received	459	282
Total Permits issued	428	259
Total Revenue	\$39,451.78	\$40,441.08
Construction Value*	\$3,337,697.84	\$2,966,338.82
Inspections conducted	669	576

Code Enforcement

Cases opened	45	41
Cases closed	50	41
Inspections conducted	394	232

Comparison of fiscal years July 1 – May 31

Building Permits	FY2009	FY2008
Total Applications received	2981	2694
Total Permits issued	2893	2357
Total Revenue	\$570,168.39	\$690,436.94
Total Construction Value*	\$53,323,421.40**	\$45,146,174.89
Inspections conducted	6141	6270
 Code Enforcement		
Cases opened	459	521
Cases closed	433	674
Inspections conducted	1136	1374

*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 Police Department

Police Activity – May

Total Calls for Service	5,290
Total Police Cases	1,374
Total 911 Calls	792

Emergency Calls	
Eighth District	155
Town Fire	765
Police Department	4,370

Manchester Fire-Rescue-EMS

Activity Report for May 2009

Medical/Rescue	548
Fire Related	9
Hazardous Conditions	27
Public Service	36
Good Intent	50
False	39
Mutual Aid	<u>2</u>
TOTAL	711

Safety Week Observed June 14 – June 20

Safety Week, formerly known as Safety Stand Down, is an annual event where fire departments internationally are encouraged to focus specific activities on the health, safety, and survival of Fire/EMS personnel. There were 114 Fire Fighter Line of Duty deaths in 2008 so these are critical concerns year round and Safety Week is intended to be a time of extra concentration on these issues that daily affect Fire/EMS personnel and their family and friends. Manchester reviewed life safety themed standard operating procedures, such as identification of hazard zones, driving emergency vehicles and roadway and highway operations. Fire Fighters also reviewed fire-ground emergency procedures as such as Mayday, Retreat, and Withdrawal. New procedures dealing with Fire Fighter rehabilitation therapy during prolonged and strenuous fire and other incidents were introduced. The Fire Department also unveiled a new vehicle, a converted senior citizen bus, to the troops. The new vehicle will be an area of refuge from outside environmental conditions where fire fighters are provided rest and hydration therapy and vital signs are normalized during major operations.

Emergency Management Puts New Vehicle On Road

Manchester's Emergency Management Division has converted a donated ambulance into a communications and command unit. CP-6 (Command Post – 6) has multiple radios and voice transmittal systems, weather station equipment and office equipment such as a copier, scanner and fax machines. A small office area is set up within the rear of the vehicle. The vehicle will be used for drills, details and activations.

Employee News

Recently Promoted

Marc Montminy – Deputy Police Chief to Chief of Police, Manchester Police Department
Christopher Till – Assistant Facilities Project Manager to Facilities Project Manager

Recently Retired

Roy Abbie – Manchester Police Department
Linda Barnsby – Public Works Department

July 2009

Redevelopment Agency

July 2, 2009, 7:30AM
Manchester Room, Town Hall

Cheney Bros. National Historic District Commission Meeting

July 2, 2009, 4:30PM
Hearing Room, Lincoln Center

2009 Dutch Fogarty Independence Day Celebration

July 3, 2009, 4:00PM
MCC Bicentennial Band Shell

Planning and Zoning Commission Meeting

July 6, 2009, 7:00PM
Hearing Room, Lincoln Center

Board of Directors Meeting

July 7, 2009, 7:00PM
Hearing Room, Lincoln Center

Housing Authority Meeting

July 8, 2009, 7:00PM
Housing Authority, 24 Bluefield Drive

Economic Development Commission

July 9, 2009, 8:00AM
Directors Room, Lincoln Center

Senior Center Advisory Committee

July 10, 2009, 9:00AM
Senior Center, 549 East Middle Turnpike

Building Committee Meeting

July 13, 2009, 7:00PM
Manchester Room, Town Hall

Board of Education Meeting

July 13, 2009, 7:30PM
Hearing Room, Lincoln Center

Board of Directors Meeting

July 14, 2009, 7:00PM
Hearing Room, Lincoln Center

Cheney Hall Foundation Meeting

July 15, 2009, 5:15PM
Cheney Hall, 177 Hartford Road

Redevelopment Agency

July 16, 2009, 7:30AM
Hearing Room, Lincoln Center

Advisory Board of Health

July 16, 2009, 6:30PM
Weiss Center Conference Room

Planning and Zoning Commission

July 20, 2009, 7:00PM
Hearing Room, Lincoln Center

Zoning Board of Appeals

July 22, 2009, 7:00 PM
Hearing Room, Lincoln Center

Pension Board Meeting

July 23, 2009, 4:00PM
Law Library Conference Room, Town Hall

Board of Directors Policy Briefing Meeting

July 28, 2009, 8:00AM
Manchester Room, Town Hall