



Town of Manchester

General Manager's Report

Scott Shanley
General Manager

August 2009

Customer Service and Information Center

T-shirts, Tote bags, hats and more! If you are looking for "Manchester" gifts, please visit the Customer Service and Information Center Gift Shoppe in Town Hall. The newest items include the Dancing Bears Mug, Silk City Flick Fest T-shirts, and a new 18-month Calendar. Other merchandise includes Cruisin' on Main T-shirts and Posters; tote bags, mugs, note cards, magnets, videos and more from the Historical Society; along with a variety of "Manchester" T-shirts: Choose from City of Village Charm, Hike the Hockanum, Historical Society, MDOG, Cruisin' on Main, Firefighters Memorial Garden, Manchester Land Trust, and patriotic hats and shirts from the VFW. 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. 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.

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

Finance Department

Assessment and Collection

The last day to pay July 2009 tax bills on time is Monday, August 3, 2009. The payments due by August 3, 2009 include the first installments on real estate and tangible personal property (if applicable) on the Grand List of October 1, 2008, and the single-installment payments on the Motor Vehicle Regular Grand List of October 1, 2008. Those tax bills were mailed beginning on June 25, 2009.

All payments not paid or postmarked by August 3, 2009 must be considered late and must be subject to interest charges. The collection period was a busy time for the Office of Assessment and Collection as it typically is every year. Additional operating hours were added to the schedule to help provide better service to taxpayers. Ginger MacHattie assisted the staff temporarily during June and July and allowed Assessment and Collection to provide a higher level of customer service to taxpayers. Thank you to the Customer Service and Information Center, New Alliance Bank and Enfield Savings Bank for their assistance during the July collection period. And finally, a very big thank you to the taxpayers of Manchester for their patience, cooperation, and of course, their prompt payments during the month of July.

Public Works Department

Building Department Activity June 1 – June 30, 2009

Building Permits	June	May
Total Applications received	292	459
Total Permits issued	273	428
Total Revenue	\$48,932.42	\$39,4451.78
Construction Value*	\$3,505,403.50	\$3,337,697.84
Inspections conducted	680	669
Code Enforcement		
Cases opened	44	45
Cases closed	39	50
Inspections conducted	135	100
Neighborhood Inspections		
Cases opened	178	206
Cases closed	154	187
Inspections conducted	292	394

Comparison of fiscal years July 1 – June 30

Building Permits	FY2009	FY2008
Total Applications received	3273	3042
Total Permits issued	3166	2925
Total Revenue	\$619,100.81	\$740,525.60
Total Construction Value*	\$56,874,206.90**	52,218,300.89
Inspections conducted	6829	6802
Code Enforcement		
Cases opened	503	560
Cases closed	472	716
Inspections conducted	1271	1477
Neighborhood Inspections**		
Cases opened	1015	
Cases closed	958	
Inspections conducted	1905	

*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

***The Neighborhood Inspectors were performing Recycling Inspections from 10/27/08 – 03/12/09

Health Department

Communicable Health Statistics – June 2009

81 Reportable Diseases

Environmental Health Statistics

82 Restaurant Inspections

1 Other Inspections

16 Food Licenses Issued

7 Complaints

8 Swimming Pool Inspections

5 Septic

1 B100A (septic system)

Geriatric Statistics – 230 Blood Pressures

Two Special Programs – 34 participants

Manchester Fire-Rescue-EMS

Activity Report for June 2009

Medical/Rescue	489
Fire Related	7
Hazardous Conditions	22
Public Service	37
Good Intent	48
False	28
Mutual Aid	<u>2</u>
Total	633

Summer Training

Becoming lost, trapped or otherwise distressed is the worst possible situation and the one most feared by all firefighters. However, learning skills to help recognize hazardous situations and teaching firefighters to overcome obstacles greatly improve the chances of survival. That's the focus of this summer's training in the Fire Department. Firefighters are training in a two level maze of multiple hazards. Firefighters, with zero visibility, simulate such issues as the maneuvering through tight wall, window, ceiling or door openings, crawling through congested spaces, crawling across attic spaces without flooring, descending ladders without the use of sight and wiggling through rope/wire entanglements. The multi-hazard maze evolution must be completed by Firefighters on a single tank of air, all the while maintaining one's composure and thereby, controlling vital signs. The maze was hand-built in-house by Fire Officers and is also being utilized by East Hartford Fire Department as part of a joint training initiative.

Radio System Upgrade

Substantial upgrades have been made to the Fire Department radio system resulting in better communications capabilities. A new "Channel-1", with a dedicated repeater, has been placed in

service with the transmitting antenna situated 1500 feet above sea level. This has improved coverage 350% (horizontal distance). The old Channel-2 remains in service with a transmitting antenna 400 feet above sea level and remains on an existing repeater. This change creates two totally independent radio systems permitting immediate radio back up if one transmitting site or radio control goes out of service for any reason. Another important enhancement is better penetration of radio waves into previously poor reception areas. This improvement is a result of the greater height of the Channel-1 transmitter. These changes have made Manchester's radio communication system one of the most reliable in the state.

Recreation Department

The summer camp season ends August 7.

All pools except for Globe Hollow close August 21. Globe Hollow closes August 30.

Adult basketball league playoffs are scheduled for the second and third week of August.

Adult softball league should take place between August 10 and August 28.

Team registration for the adult Fall softball league will take place during August. For information contact Scott Garman at the Recreation Office (647-3084).

The Fall brochure is scheduled to be mailed to every household in Manchester the week of August 24. The program period covered is September through December.

Manchester Water & Sewer Department

Since summer has finally arrived, residents are reminded that in-ground watering systems may need to be examined to ensure they weren't damaged during the winter months. If decommissioned properly last fall there should be no problems when returned to service. The wet spring may have masked system leaks, which are usually evidenced by the puddling of water on the lawn or unusually high meter readings. Even a small 1/4" leak can waste over one million gallons of water in a three month period, so this measure of prevention can save a considerable amount of water from being wasted and reduce the cost associated with excessive consumption.

Judging by the activity at Mount Nebo Park, the bottling station remains a popular destination for citizens looking to enjoy a source of potable water, free of charge. Using the effluent from the Water Plant, this water is further treated by deionization filters, activated carbon and an ultraviolet disinfection process. The result is high quality water that has excellent taste and odor characteristics. The bottling station is available to all residents and is mobility-impaired accessible. It is open from dawn to dusk, seven days/week *including* holidays from spring to fall. Winter hours and location will be announced at a later date.

In case anyone missed the mass mailing last month, the 2008 Water Quality Report, also known as the Consumer Confidence Report, is now available on-line, by request and at various Town of Manchester municipal office locations. The report is a compilation of the laboratory data that was analyzed during the calendar year and summarizes it into an eight page report. And when you consider this data was derived from over 4,500 sampling events and 27,500 individual

analyses, one can begin to appreciate the effort that goes into the report and to ensure the product being supplied to customers meets all State and Federal water quality standards.

Finally, a bit of trivia! In 2008, the Water Department produced a total of 1.96 *billion* gallons of water, which is an average of approximately 5.38 million gallons per day. This water originates from a series of seven surface water supplies (reservoirs) and ten groundwater supplies (wells). There are about 258 miles of water main, ranging from 3 – 36 inches in diameter used to deliver water to our customers. There are ten storage tanks in the distribution system, over 15,000 service connections and almost 2,000 hydrants are available for fire suppression.

For more information about the Water & Sewer Department, please call at 674-3115 or visit the website at www.townofmanchester.org/water.

Employee News

Recently Retired

Linda Barnsby – Engineering Department
Robin Gibson – Police Department

Recently Hired

Guy Campbell – Public Works Department