



Town of Manchester

General Manager's Report

Scott Shanley
General Manager

November 2009

Holiday Closings

Veteran's Day

Town of Manchester offices will be closed in observance of Veteran's Day on Wednesday, November 11, 2009. Mary Cheney Library and Whiton Memorial Library will also be closed. Trash collection for the week will be on the regular schedule.

Veteran's Day Parade

Parade and Color Guard form and step off from American Legion Hall, Legion Drive, at 11:00 a.m. and will arrive at Manchester Memorial Hospital for an outdoor ceremony on the front lawn. There will be the Lowering of Colors, Placing of Wreaths, Playing of Taps, and a Bagpiper. In case of inclement weather, the remainder of the ceremony will take place inside the hospital in the H. Louise Ruddell Auditorium at 11:15 a.m. There will be refreshments following the ceremony.

Thanksgiving

Town of Manchester offices will be closed in observance of Thanksgiving Day on Thursday, November 26th and Friday, November 27th. Mary Cheney Library and Whiton Memorial Library will be closed only on Thursday, November 26th. Trash will not be collected Thursday and will be delayed one day for the remainder of the week.

Election Day

Election Day is November 3, 2009. Polls will be open from 6:00 a.m. – 8:00 p.m. Registered voters may identify their polling place online by selecting their street name.

<http://www.townofmanchestermanchester.org/registrar/voterlookup/>

Leaf Vacuuming

The Town of Manchester is divided into two areas for vacuum leaf collection. For Area 1, all leaves must be raked to the curbside by November 16th. Collection is expected to begin in Area 2 approximately by November 30. Crews will start in Area 1 south of Middle Turnpike, followed by working north of Middle Turnpike. For more information, or to search which area your street is in, please consult the Town of Manchester's website at

<http://publicworks.townofmanchester.org/LeafRoutes/default.htm>

Manchester Road Race

The 73rd running of the Manchester Road Race takes place Thanksgiving Day, November 26 at 10:00 a.m. Information and online registration is available at www.manchesterroadrace.com. Registration forms are also available at the Customer Service and Information Center in Town Hall, Monday – Friday, 8:00 a.m. – 5:00 p.m.

Town Clerk's Office

	<u>Month End Report</u>	<u>Jan –Sept. 2009</u>
	September 2009	(Year to date)
Total Customers Served	3,453	35,828
Land Records	662	6,629
Vitals	810	7,608
Marriage Licenses	49	323
Dog Licenses	128	3,792
Game Licenses	40	631
Passports	5	131
Total Revenue	\$105,501.91	\$890,124.57

Finance

Assessment and Collection

The Office of Assessment and Collection is continuing to work on the preparation of the October 1, 2009 Grand List. The tasks include finalizing the real estate fieldwork, which is a process where we follow-up on building permits and new construction items for assessment purposes. Although the number of building permits is higher in 2009 than it was in 2008, the dollar volume is lower, thus fewer increases in assessment are likely on the 2009 Real Estate Grand List.

2009 Declarations of Personal Property were mailed in September. The declarations were mailed to the over 3,000 businesses in Manchester who have tangible personal property to declare. The Office of Assessment and Collection conducted a seminar, co-sponsored with the Greater Manchester Chamber of Commerce on October 21, 2009. This seminar was offered to allow taxpayers an opportunity to learn more about the process in case they have questions or need additional help in preparing their declarations. This year's declarations are due by Monday, November 2, 2009.

In addition, office staff is working on the Supplemental Motor Vehicle Grand List of October 1, 2008. The Connecticut DMV recently made the decision not to include dates of birth with this year's motor vehicle registration data. The Town must now use name only to identify taxpayers that we report to DMV as delinquent. These delinquent taxpayers will be unable to re-register motor vehicles due to these delinquent payments. Since the database will not include dates of birth this coming year, we anticipate some operational problems. The number of duplicated names on the motor vehicle list is much higher than might be expected. It

is likely that taxpayers who are not delinquent might be prevented from re-registering if they share a name with a delinquent taxpayer. The Office of Assessment and Collection is working with the CT Association of Assessing Officers, the Connecticut Tax Collectors Association, our vendors and the DMV at finding an alternative solution to this issue.

Actual tax collections in the current year (FY10) lag comparable FY 09 collections by about 1%. The largest part of that 1% are taxpayers who chose not to prepay the January payment this year.

We also want to remind taxpayers that their second half payments on the Grand List of 2008, the bills which were mailed in June 2009, will be due in January 2010. Since both payment coupons were included with the June 2009 bill, there is no second bill mailed for the January 2010 payment. Any taxpayers who are unsure of how much they owe in January 2010 or do not have their payment coupons may call 860-647-3018 to double-check the amount of their bill.

The Office of Assessment and Collection recently expanded public office hours to 8:30 AM to 5:00 PM weekdays.

Manchester Fire-Rescue-EMS

Activity Report for September 2009

Medical/Rescue	510
Fire Related	10
Hazardous Conditions	12
Public Service	44
Good Intent	56
False	37
Mutual Aid	2
TOTAL	671

Honored

Paramedic Brian Goulet was honored by the East Hartford Exchange Club on September 22nd. At 2:58 p.m. on August 8, 2009, Manchester's Quint-3 was dispatched to a report of a person having difficulty breathing after being stung by bees. While en-route, a second 9-1-1 call reported that the patient had lost consciousness. Quint-3, with Lieutenant Chip Atzbach, Fire Fighter Paul Petersen and **Fire Fighter Paramedic Bryan Goulet** arrived within two minutes and found an elderly male who had been stung several times. The man was in critical condition – unconscious and not breathing. His pulse, although present, was weakening and his blood pressure was dangerously low. Because of the patient's critical condition, Quint-3 requested a second Advanced Life Support (ALS) company bringing Engine-2 with Fire Fighters Jim McKay and Jim Lombardi along with Fire Fighter Paramedic Ray Marconi. The crews immediately began to stabilize the critical patient, breathing *for him* and applying a cardiac monitor. Paramedic Goulet immediately prepared an injection of epinephrine and quickly

administered it to reverse the life threatening reaction. In addition, an IV was established and additional medications and fluids were administered. Within one minute the drugs took effect and the patient quickly recovered. His reaction was fully reversed and he began breathing on his own. His pulse stabilized and his blood pressure increased. Soon thereafter the patient was awake and talking, wondering exactly why there were six fire fighters in his yard. The situation was explained and the patient, now fully stabilized, was transported to the emergency room for monitoring.

Promoted

Battalion Chief Joshua Beaulieu was promoted to his present rank effective October 25, 2009. Josh Beaulieu joined the Fire Department on August 24, 1998 working as Fire Fighter Paramedic. He was promoted to Fire Lieutenant September 24, 2006 where he was assigned to an Engine/EMS Company at Fire Station #5 on Tolland Turnpike. Beaulieu is assigned to Support Services as the EMS Officer replacing Battalion Chief Rob DePietro. DePietro will be reassigned to Operations working as a Shift Commander after a short transitional period.

Manchester Police Department

Police Activity – September

Total Calls for Service	5,163
Total Police Cases	1,427
Total 911 Calls	682

Emergency Calls	
Eighth District	150
Town Fire	701
PD	4,312

Manchester Police participated in the Department of Transportation “Law Enforcement Challenge” again this year and won first place for agencies with 100-250 officers. Manchester also won “Best Overall”.

This challenge is for police departments with the best traffic enforcement, safety and management programs in the state. Manchester received the following prizes:

1. Critical Event Software valued at several thousand dollars.
2. A Stealth Stat traffic monitoring and reporting device valued at \$3,000.

Police Officers Tomasz Kaczerski, Scott LaTorra and James Yowell graduated from the Police Academy in Meriden on October 20, 2009, and will begin their FTO (Field Training Officer) phase of training. In addition, the Police Department is pleased to be sending two newly hired Police Officer recruits to the next Academy class, which begins on October 23, 2009. They are Danielle Stone-Mitchell and Glenn Poland.

Building Department

Building Inspection Activity from September 1 – September 30, 2009

Building Permits	September	August
Total Applications received	331	233
Total Permits issued	306	209
Total Revenue	\$52,103.24	\$42,462.74
Construction Value*	\$3,233,146.14	\$2,163,300.00
Inspections conducted	642	648
Code Enforcement		
Cases opened	30	68
Cases closed	51	43
Inspections conducted	104	108
Neighborhood Inspections***		
Cases opened	24	45
Cases closed	25	57
Inspections conducted	49	102

Comparison of fiscal years July 1 – September 30

Building Permits	FY2010	FY2009
Total Applications received	869	881
Total Permits issued	824	883
Total Revenue	\$146,339.84	\$177,867.34
Total Construction Value*	\$9,350,475.12	\$14,085,673.28
Inspections conducted	1889	1841
Code Enforcement		
Cases opened	141	120
Cases closed	147	119
Inspections conducted	325	287
Neighborhood Inspections***		
Cases opened	195	236
Cases closed	235	230
Inspections conducted	435	538

*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

***Note the Neighborhood Inspectors started performing Bulky Waste Inspections on 07/24/09

Recreation

The Parks and Recreation Winter/Spring Brochure is scheduled to be mailed to every household the week of November 23. The Winter/Spring season is January through May.

Water and Sewer Department

It has been almost a year since it was mentioned but it is worth repeating now that the first frost of the season has occurred and that is that the temperature may soon drop to the point where the freezing of water and drain lines is a distinct possibility. To reduce the chance of this occurring, here are some simple tasks that should be accomplished before the onset of cold weather. Please remove all garden hoses from the side of the house and drain and store them away for the winter. While removing the hoses, please close the valve(s) inside the house that lead to the outdoor spigot(s). Then open the outdoor spigot so it can drain out. This will prevent damage to the spigot caused by the freezing of residual water in the valve body. If fortunate enough to have already have properly installed frost-free spigots on the house, this chore is not necessary. If these devices are installed, please make sure they are pitched slightly downwards in accordance with manufacturer's instructions, as they need to be able to drain out after each use in order to prevent freeze-ups.

Any type of outdoor plumbing that is subject to freezing should be well insulated and/or wrapped with commercially-available heat trace tapes. These are electrically powered, thermostatically controlled sources of heat that can be wrapped around (metal) pipes to protect them from freezing during cold weather. It is important that the manufacturer's recommendations be followed as to application, size, and installation of these products, because if used improperly, they can create serious safety issues such as the risk of fire or the potential for an electrical shock.

Outdoor lawn irrigation systems should be shut down, drained and blown out by utilizing a source of low-pressure compressed air. Enough air should be applied to blow out and empty all the water from the system, but not at a pressure so high that it could damage piping, sprinkler heads or other associated components.

It is advisable to seal up any basement, garage, shed or crawlspace containing water or drain lines to order to prevent the pipes from cold drafts. This is especially important for any vacation or prolonged absence from a home. Heat should be set to a minimum of 55 degrees and it is a good idea to have a trusted friend or relative periodically inspect the premises while away.

Special consideration should be given to houses, apartments and other buildings that may be vacant or left without heat during the cold winter months. It is recommended that a qualified contractor be consulted in order to determine the necessary steps for winterizing the structure to protect the plumbing and fixtures from freezing temperatures.

Other potential candidates for freezing are pools, spas, hot tubs, fountains, and waterscapes. Please make sure they are winterized in accordance with manufacturer's recommendations.

If a frozen or burst pipe does occur, the main water valve coming into the house should be immediately shut. This is usually located just before the water meter and will prevent flooding and minimize water damage to the house as well as possessions. Thawing can often be accomplished with a hand held dryer or by placing a space heater in the vicinity. Chemical treatments, open flames, torches or using an electrical current from a welder should be avoided unless performed by a trained professional.

By being proactive and preparing for the cold weather now, costly plumbing repairs, collateral damage to property and personal belonging can be avoided as well as an interruption of water service to home or business in the future.

To learn more about the Water and Sewer Department activities and services, please visit the website at www.townofmanchester.org/Water/

Employee News

Recently Hired

Glenn Poland – Police Officer

Danielle Stone-Mitchell – Police Officer

November 2009

Building Committee Meeting

November 2, 2009, 7:00PM
Manchester Room, Town Hall

Planning and Zoning Commission Meeting

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

Election Day

November 3, 2009
Polls open 6AM-8PM

Cheney Hall Foundation Meeting

November 4, 2009, 5:15PM
Cheney Hall, 177 Hartford Road

Cox Cable Advisory Commission

November 4, 2009, 6:30PM
Glastonbury Riverfront Community Center
300 Welles St., Glastonbury

Better Manchester Coalition

November 4, 2009, 6:30PM
Community Y, 78 N. Main Street

Redevelopment Agency

November 5, 7:30AM
Manchester Room, Town Hall

Senior Center Advisory Committee

November 6, 2009, 9:00AM
Senior Center, 549 East Middle Tpk.

Board of Education

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

Economic Development Commission

November 12, 8:00AM
Directors Room, Lincoln Center

Manchester Arts Commission

November 12, 2009, 6:30PM
Law Library, Town Hall

Housing Commission Meeting

November 12, 2009, 7:00PM
Hearing Room, Lincoln Center

Advisory Library Board

November 16, 2009, 6:00PM
Howroyd Room, Mary Cheney Library

Planning & Zoning Commission Meeting

November 16, 2009, 7:00PM
Hearing Room, Lincoln Center

Board of Directors Swearing In Ceremony

November 16, 2009, 7:30PM
Cheney Hall, 177 Hartford Road

Board of Directors Meeting

November 17, 2009, 7:00PM
Hearing Room, Lincoln Center

Conservation Commission

November 17, 2009, 7:30PM
Directors Room, Lincoln Center

Human Relations Commission

November 17, 2009, 7:30PM
Law Library, Town Hall

Commission for Elderly Services & People with Disabilities

November 18, 2009, 7:00PM
Senior Center, 549 East Middle Tpk.

Housing Authority Meeting

November 18, 2009, 7:00PM
Housing Authority, 24 Bluefield Drive

Redevelopment Agency

November 19, 2009, 7:30AM
Manchester Room, Town Hall

Pension Board Meeting

November 19, 2009, 4:00PM
Law Library Conference Room, Town Hall

Cheney Bros. National Historic District Commission Meeting

November 19, 4:30PM
Hearing Room, Lincoln Center

Manchester Land Conservation Trust

November 19, 2009, 7:00PM
Manchester History Center
175 Pine Street

Park and Recreation Advisory Commission

November 19, 2009, 7:00PM
Lodge at Center Springs Park

Board of Education

November 23, 2009, 7:00PM
Hearing Room, Lincoln Center

Board of Directors Policy Briefing Meeting

November 24, 2009, 8:00AM
Manchester Room, Town Hall