

550 HANOVER STREET, SUITE 29 HANOVER, MASSACHUSETTS 02339

781-826-5000 ext. 1084

Joe Colangelo Town Manager

August 1, 2018 Monthly Update Town of Hanover

Town Manager

- The major projects completed by the Town Manager's Office during the month of July were (i) annual evaluations and goals settings for all department heads (ii) the finalization and acceptance of the department reorganization.
- Annual evaluations/goal setting was completed using industry tested best-practices. HR Solutions provided all department heads with a two-hour training session on effective performance evaluation methods.
- The reorganization of town departments splits the Community Services Department into three pieces.
 - 1. The Department of Community Services
 - Agency on Aging
 - Veterans Service Officer
 - PEG TV
 - Recreation
 - Visiting Nurses
 - 2. Library
 - 3. The Department of Community Development and Municipal Inspections
 - Planning
 - Conservation
 - Building Commissioner
 - Health Agent
 - Passport and Licensing Agent
- The position of 'Executive Assistant' (to the Town Manager) was updated to "Executive Assistant/Human Resources Manager".

Department of Information Technology

• https://www.hanover-ma.gov/ updated at the end of July. We're still in the process of transferring all data/content from the 'old' website to the new.

Department of Public Works

- The past few months have been typical spring activities with the focus being the preparation of the Town's field for the spring sports seasons, the preparation of the cemeteries for Memorial Day, the cleaning of catch basins, the repair of snow and ice damage along the edge of the roads, and the sweeping of streets after the winter season.
- The water distribution crew continued to replace meters and perform backflow inspections. The total meter replacement count for FY 18 was 478, surpassing the department's goal of 400 for the fiscal year. The number was down slightly from FY 17 as water distribution spending was high as we approached the end of the fiscal year due to some expensive water breaks in January. As such, we deliberately slowed the purchase of new meters until after



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the start of the new fiscal year. The total number of radio-read meters is now 2,116 or 42% of the meter base.

- The Department advertised and received bids for annual commodities and services for the upcoming fiscal year. Commodity prices are up significantly with metals and chemicals generally up 10-15%. Construction and Demolition debris disposal is also up sharply. We attribute these price hikes to the to the uncertainty in the world markets as well as increases in the cost of both gasoline and diesel fuel which are up 22-25 percent over the same period last year and which factor heavily into the heavy industries that produce chemicals, pipes, valves, etc
- Roadway improvements progressed in June with leveling courses applied to Grove Street,
 Plain Street, Teresa Lane, Greenhill Road, Kingston Road, Dana Drive, Washington Street,
 Hanover Street, Henderson Lane, Merritt Road, Simmons Road, Stonegate Lane, Old
 Washington Street, Union Street, Graham Hill Drive, Arthur Matthew Drive, and Sharon
 Lane. So far, all work is within the expected budgets, despite sharp increases in the price of
 asphalt fueled but the energy market.
- Water restrictions went into effect on June 18th. Demand has been exceeding our Water Management Act permitted withdrawal allocation of 1.39 million gallons per day. The restrictions have helped, cutting the wasted water by 200,000-300,000 gallons per day but more reductions are needed. The Town entered into a mandatory Administrative Consent Order (ACO) with Mass DEP to further reduce waste and unaccounted for water
- The disinfection byproduct (DBP) reduction work at the three treatment plants went out to bid in May. Filed sub bids for electrical came back higher than expected. Final bids are due back in July.
- Over the next month to six weeks, the DPW's roadway work should be pretty much wrapped up prior to the start of school. The grounds crew will be into its regular mowing and maintenance schedule at all town fields. Water distribution will begin the installation of a 12-inch reinforcing water main on Main Street with the assistance of other divisions. The goal of this project will be to enhance fire flows for the large buildings in the center of Town. In addition, water distribution will continue with its ongoing meter replacement and backflow testing programs. Finally, the water treatment division will be in the peak of its heaviest season, running plants around the clock to ensure that water demand is met.

Department of Buildings & Facilities

Maintenance Division

- Ongoing summer work, including various repairs to school buildings, PM work on HVAC equipment (replacing belts & filters, lube, etc.), mowing school grounds.
- Last week, we found 2 (out of 4) failed compressors in one of the large RTUs (rooftop (HVAC) units) on Middle School. We ordered & picked up 2 new Trane compressors to be installed next week by Facilities staff. (Note: until recent addition of Rob Balboni to Facilities Dept, this job would have been outsourced. However, Rob has several years training at an HVAC contractor and is licensed in refrigeration so we are now able to perform more HVAC repair work in-house.)



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<u>Custodial Division</u>

- On-going summer cleaning of schools.
- Ordered new "Orbio" system which manufactures custodial cleaning chemicals on site, replacing commercial cleaning chemicals purchased from suppliers. The chemical manufactured by the Orbio system is actually just ionized chlorinated water produced from water and salt that we put into the Orbio unit, which discharges either a "cleaning" solution or a "disinfecting" solution into our custodial equipment. At this time, we are installing the Orbio system in the High School to be tested on a trial basis. However, the Orbio system has been adopted in many universities; the town of Wellesley Facilities Department has incorporated Orbio throughout its custodial operations in all town and school facilities. Our department Custodial Foreman visited Wellesley to examine the Orbio system in operation and was impressed.

Project Work

- High School: work commenced on security improvements to the high school entrance vestibule (includes installation of bullet-proof glass transaction window into a new bullet-proof wall (between vestibule and school office) along with other associated improvements to prevent a hostile from getting past the interior doors of the vestibule.) Completed Step 1: demolition of wall between vestibule and school office. Step 2 next week: installation of new block wall by a mason.
- Green Communities 2018: On 7/20 we were notified that all of our project applications had been accepted by DOER, granting an award of \$249,694 to perform 6 projects. (The maximum annual Green Communities award is \$250,000.) The grants include \$41,704 to partially pay for the streetlights purchase/conversion to LED project approved at May Town Meeting. On 7/26, we mailed back to DOER a signed contract agreement. We will shortly sign individual contracts for the 5 projects with our utility approved "Project Expeditor" (Guardian Energy) to perform these projects over the next 5 months.
- Streetlights Project: On 7/25, we received the formal purchase offer from NGRID for our purchase of all of Hanover streetlights. NGRID reduced the purchase price to \$15,475, which is approximately \$2,000 below their preliminary offer. Employing the services of MAPC staff and their contract technical consultant (Tanko Lighting) we are commencing the process of purchase /installation of new LED streetlights and ownership issues, concurrent with and following the NGRID purchase transaction. (Note that NGRID retains ownership of the phone poles.)
- Re-Use of Walk-In Freezer from Center School: At the request of the school department, we salvaged the existing walk-in Freezer compartment and related cooling machinery from the Center kitchen and installed it in a storage room in the food services section of the High School, providing additional storage capacity for frozen foods needed by the school department's Food Services Department.



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- Town Hall Office Improvements:
 - 1. Collector's Office (paint, carpet, furniture): Facilities staff painted the back office and most of main Collector's Office. Now preparing furniture order. Will remove old furniture, finish painting, replace carpet, and install new furniture over a weekend in late August.
 - 2. Veteran's Agent Office (former): Facilities staff commenced painting walls in preparation for move-in of Director of Community Services.
 - 3. Air Conditioning for (front) Historic Section: Project out to bid, submittal deadline 8/1/18.
- Senior Center Emergency Generator: Just received proposal for engineering services from A/E firm (McKinnell), which also provided generator design services for Police Station and Fire HQ generator projects. Following a brief design phase, we will solicit price proposals from several pre-approved contractors on State Contract. Generator installation projected for October.

Police Department

- HPD responded to a total of 1097 incidents in June which were generated as a result of 975 calls for service.
- June highlights included traffic and security planning and management of Hanover High School graduation exercises. The Hanover Chamber of Commerce/Hanover Cultural Council annual 5K road race. The Hanover Cultural Council Carnival and the South Shore Hospital 5K road race.
- The department participated in continued planning and design of safety matters at the Center School construction project.
- With the increase of good weather, proactive police mountain bicycle patrols were directed at Forge Pond Park and various neighborhoods throughout the community in an effort to engage with community members and citizens utilizing public recreation areas throughout the town.
- Support of the cleanup initiative at the fireworks site remained a priority for the department.

Fire Department

- The Fire Department responded to 3099 emergency calls during FY 2018. This was the busiest FY in department history. The previous record was 3053 calls during FY 2013. A single severe weather event (hurricane for example) can create hundreds of additional calls. Without severe weather the department would have responded to around 2600 calls in FY 2013 (2 tropical storms and the winter storm NEMO) and 2800 calls in FY 2018 (March Nor'easters).
- On July 11th the department responded to a house fire at 747 Whiting Street. A carelessly discarded cigarette ignited landscaping mulch beside the residence. The fire eventually ignited shrubs and the exterior siding of the home. This past month Hanover Fire crews have assisted fighting structure fires in the neighboring towns of Rockland, Norwell and Hanson.



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- The Department collaborated with Facilities and the South Shore Regional Vocational Technical High School to install computer equipment obtained thru a FEMA Grant. The new equipment enables firefighters to receive dispatch notification via TV monitors located in different areas of Fire Headquarters.
- The Fire Department and Hanover Emergency Management provided emergency medical and rehabilitation support during the wake and funeral for Weymouth Police Sgt. Michael Chesna. We worked closely with the Hanover Police Department to provide a unified command for the two day event.
- In addition to Twitter, the department added Facebook and Instagram to expand the ability to reach residents via social media.
- Tower 1 was placed back in service July 24th after modifications were completed to address a design deficiency where hairline cracks were appearing near the platform mount and boom support areas. The manufacturer, E-One located in Ocala Florida, installed updates to the aerial device and placed the unit through 3rd party certification. E-One's lead aerial ladder engineer and instructors have been here this week providing training to department members. All factory warrantee dates have been reset to reflect a July 2018 in service date. Tower 1 will return to Greenwood Emergency Vehicles in North Attleboro July 26th to have a chassis service performed and to have a couple brackets installed to hold equipment.

Finance Department

Finance Director

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Treasurer Collector

- The Treasurer Collector's Office has been busy continuing to provide responsive and efficient customer service to the many residents paying their quarterly real estate tax bills in person, online, or by mail, with increased foot traffic ahead of the August 1 due date.
- The Office is working in conjunction with the Interim Community Development and Municipal Inspections Director, Health Department, and Assessing Director to ensure a smooth and easily-understandable process for residents applying for the Septic Management Low-Interest Loan Program.

Town Accountant

- The Town Accountant and her staff continue to complete the many items which must be finalized to successfully close Fiscal Year 2018 and open Fiscal Year 2019.
- End-of-year encumbrances, to pay Fiscal Year 2018 invoices received after the final regular warrant of the fiscal year, were due from Departments August 3, and are being processed shortly thereafter.
- The Town Accountant and Director of Finance/Treasurer Collector have begun working on the FY2018 audit with the Town's audit firm.

Assessing

The Assessing Office recently processed:

- 165 Motor Vehicle Excise Tax abatement applications, from Fiscal Years 2016, 2017, and 2018.
- 3 Real Estate Tax abatement applications, from Fiscal Year 2018.
- 2 Property Tax exemption applications, from Fiscal Year 2018.



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- 1 Senior Citizen Real Estate Tax Deferral application and associated lien document.
- 1 Personal Property Tax abatement application, from Fiscal Year 2018.

The Board of Assessors reorganized at its July 18 meeting, with Nancy Lyons chosen as the new Chair. Congratulations Nancy!

Payroll and Benefits

- The Payroll and Benefits Office organized a very well-attended Employee Benefits & Wellness Fair in the spring, with more than 100 employees coming to learn more about the benefits available to them and their families. Several presenters reported that the Town of Hanover's benefits fair is the best-attended and organized fair they participate in each year.
- The Office had significant work related to the July 1 changeover from Fiscal Year 2018 to Fiscal Year 2019. All employee pay rate and benefit (e.g. health and life insurance) changes were successfully implemented.

Department of Community Services

Building and Inspectional Services

A new part-time building Inspector was added to the team in July. This position had been open for quite some time. 348 Center St, the court ruled in the business owner's favor, no reason given.

795 Washington St no decision from the court as of today

811 Washington St I have no information on the court status

1076 Washington has been brought into compliance

I had a conversation with the GM at Toyota and he assured me the cars would be relocated, I will follow up and verify this week

Merchant's Row has been demolished with all 3 permits having been issued; construction is to be started soon.

Rosa Farms working with owners on multiple compliance issues in building, ADA accessibility, and fire codes.

We have had the following permits issued since 6/1/18

93 Building

31 Gas

16 Mechanical

34 Plumbing

Conservation

- There are approximately 85 100 permits issued from Conservation a year of varying degree and complexity. Starting with the most recent permits for fiscal years '18 and '19 and descending back to July of 2017. All of these projects require numerous site inspections as work progresses as well as ongoing annual Operation and Maintenance inspections for commercial and subdivision projects.
- Orders of Conditions remain open for up to 3 years 5 years for utility and DPW maintenance, and with Extension permits may remain open up to 6-10 years, as is the case with Sconset Landing and some other retail projects. There are approximately 40 additional permits (not listed) open with ongoing work from



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previous FY '17, about 20 from FY 16 and more going back about 10 years. A list is provided at the end of this summary.

Council on Aging

- The COA ended the year with increases to rides in excess 300 rides and in Services and Programs of over 3500 individual check-ins.
- We are looking forward to our Fall Open House, evening events such as the new Author Series, and a live radio broadcast. Tammy will be co-hosting on "Monday Night Talk" with Kevin Tocci on WATD LIVE from the Council on Aging. September 10th at 6:15pm This event is open to all who want to attend. Other guests we hope to have on are the Town Manager, Veteran Service Officer, and perhaps a member of the BOS.
- We are concentrating on reaching farther into the community and educating all on the services we offer at the Council on Aging to the Seniors as well as their families. We hope to increase the low cost meals we provide by the end of the year.

HCTV

- We made an offer to a new Production Coordinator to replace a recent opening, she declined, and we have reopened the posting.
- HCTV is underway with contract negotiations with both Verizon and Comcast for new franchise agreements for the town. We are pushing for more funding and HD channels for the Town of Hanover. There was a public hearing held on June 20th and it was well attended by Department Heads, residents and business of Hanover. I would like to thank everyone that attended and supported HCTV, the feedback provided from this hearing was very valuable as we move forward both as a station and in contract negotiations.
- At our last meeting of the year in June, long term member Bruce Bartone and Dave Malekpour both announced that they would not be returning to the committee. The CAM committee would like to thank Bruce and Dave for their dedication to HCTV of the last few years.

Health

- The Health office continues to work on license renewals and processing numerous requests for septic system plan approvals and the subsequent inspections that go with them.
- Arbovirus Update from MDPH Mosquitos with West Nile Virus (WNV) has been present in 2 pools in Weymouth in Norfolk County, MA and Eastern Equine Encephalitis (EEE) has been present in 2 pools in Rhode Island. No human or animals of WNV or EEE have been detected so far this year.
- Tobacco Coordinator interviews have begun. This is a state grant in collaboration with Norwell, Pembroke, Rockland, and Weymouth. This person will report to the Health Department.

Library

• June was a time for change at the Library. Dana Mastroianni retired leaving a void in leadership. Lorraine Burgio was brought over to cover the post, as the Acting Community Services Director sought a replacement. An offer was made to Virginia Johnson in July, her first day will be August 6th. The library



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staff stepped up and covered all that needed to be in this time and we are very appreciative of that. The Library is partnering with the Council on Aging kicking off our Fall Author Series.

Nurses

• Continue to meet with clients in their homes and as well as their office and holding offsite blood pressure clinics. On average the nurses assist 250 clients per month. They provide case management by phone and also work closely with other town departments. In addition the staff has attended trainings and workshops.

Parks and Recreation

- Registration for the Parks & Rec Summer Program is ongoing. The Summer Programs will run from July 9th to August 17th. As in the past, we anticipate approximately 120-170 participants per week.
- Our Free Sunday Entertainment Series at Forge Pond Park will run every other Sunday from July 15th-September 23rd, with rain location of the Council on Aging.

Passports/Licensing

- The Passport Office had approximately 1,367 customer contacts. This includes appointments, walk-ins, telephone calls.
- License applications processed, or in processing now:
 - 1 Carnival License New
 - 7 One-Day Liquor Licenses New
 - 1 Class One Auto Dealers License New
 - 1 Entertainment License New
 - 1 Wine & Malt Beverage New
 - 1 Farmer-Brewer Change of Hours
 - 1 Wine & Malt Beverage Change of Hours
 - 4 Junk Dealer (Precious Metals) Renewals
 - 1 Bowling Alley Renewal

Planning

Over the next 30 Days the Planning Board will review and discuss the following applications:

- Case ID: TPL-17-21, Applicant Previte's Marketplace c/o H BRIARS REALTY CO INC., 283COLUMBIA ROAD has submitted an application for Site Plan Review and Special Permits. Previte's Marketplace is submitting plans for his redevelopment of the site and the development of a new building which will incorporate the reuse of the historical barn structure on the property. The public hearing was opened on 12/4/2017, and discussed at the meeting 2/26/18. The applicant continued from the 3/12/2018 meeting and went before the Board on the 4/9/2018 meeting, continued the 6/4/18 meeting and will go before the Board on 7/16/18.
- Case ID: TPL-18-10, the applicant Ryan Anthony Dreyer, has submitted an application for a Limited Site Plan and Special Permit Approval for a doggy day care located at 1800 Washington Street. The meeting is scheduled to be opened on 8/13/2018.



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- Case ID: TPL-18-11, the applicant, Cardinal Cushing Centers, has applied for a Site Plan and Special Permit Approval for a proposed expansion of a parking lot on the northeasterly side of Washing Street adjacent to the Sister Shawni Center at property located at 405 Washington Street. The applicant is looking to expand the existing parking by 48 additional spaces to a total of 60 spaces for employee parking and reduce the parking space requirement from 10'x20' to 10'x18'. The Planning Board will open the public hearing on 8/13/2018.
- Case ID: TPL-18-12, the applicant, McSharry Bros., Inc., has applied for a Definitive Subdivision for property located on Winter Street. The proposed non-residential subdivision would be for 8 buildings and 29 units; the property on which the subdivision is to be located consists of approximately 5.79 +/- acres of land. The Planning Board will open the public hearing on 8/13/2018.
- Case ID: TPL-18-13, the applicant, The Brewster Company dba McDonalds, has applied for a Digital Message Board Permit at property located at 1392 Washington Street. The proposed new digital sign will be erected in the existing current signs place. The Planning Board will open the public hearing on 8/13/2018.
- Case ID: TPL-18-14, the applicant, Mahi Corp., has applied for a Limited Site Plan and Special Permit Approval for property located at 227 Columbia Road for the proposed expansion of an existing building and the change to the existing parking lot layout. The Planning Board will open the public hearing on 8/13/2018.

Veteran Services

• Ben Quelle started July 9th his office has moved to the Council on Aging Building and he has already hit the ground running with meetings and getting to know members of the community. His office hours are 8-4 M,T,Th,F with extended hours until 8pm on Wednesday evenings. Please stop by and introduce yourself or call and make an appointment for him to come out and meet you. If you are the family member of a veteran and have wondered if you are eligible for any services or assistance programs please contact him.

Conservation continued

- Fireworks Site OOC also pending a new Notice of Intent
- South Shore Voc Tech- also pending new stormwater management and parking lot improvements project
- 965 Washington St./Rosa Farms Violation issues work within wetland and assoc. buffer
- · 52 Brook Circle- septic upgrade
- Rte 3 Traffic Improvements and vegetation management project
- · 1082 Broadway- new house project
- · 899 Broadway- residential addition project
- · Hanover/Circuit St gas line and main project
- · Boardwalks project over wetland/stream at Shingle Mill Ln Cons parcel
- · Boardwalk project over wetland at Melzar Hatch Cons parcel
- 48 Stone Meadow- inground swimming pool/cabana/ patio/ landscaping
- · 342 Circuit St- commercial expansion for loading dock and parking areas
- Prevites 283 Columbia Rd. retail complex project
- · 16 Ellis Ave- residential addition project
- · Laurel Lane Subdivision roadway project
- 11 Laurel Lane new house project with wetland crossing
- · 23 Laurel Lane- new house project
- · 27 Laurel Lane- new house project
- · 212 Brook Circle- Enforcement issue for unpermitted work w/I wetland and intermittent stream
- · 70 River Rd- Restoration project



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- 965 Washington St. The Grateful Garden Community gardens and barn project
- · 135 Webster St.- Music Conservatory project
- 98 Autumn Ln- inground swimming pool, patio, landscaping project
- · 51 Dana Dr- new house project
- 50 Dana Dr- renovation project, landscaping for existing house
- 49 Dana Dr- enforcement issue for work/stable/corral within an IVW
- · 466 Broadway- new house project
- · 304 Cedar St- inground swimming pool, patio surround, landscaping project
- 89 Lally Farms- new house project
- · 176 Myrtle St- septic upgrade
- · 1204 Main St- inground swimming pool, patio surround, landscaping project
- Merchant's Row- 2053, 2061, 2071 Washington St- stormwater management, parking lot upgrades, new retail complex- redevelopment project
- · 65 Silver St- School building project
- · 962 Washington St- redevelopment project with stormwater management and parking lot upgrades
- 600 Main St-construction of accessory building over 800 sf in size
- · 22 Tilden St- natural gas lines project
- Sconsett Landing- residential village-type subdivision
- · 82 Buttercup Ln- single family dwelling project changing to subdivision and will have to refile
- · Rear 645 Center St- Conservation Restriction
- · Tack Factory Dam removal/naturalization project
- · YMCA Dam removal/naturalization project
- · Hackett's Pond dam repair project
- Benjamin Brooks Estates- subdivision project- Anderson Farm Lane
- · Hanover DPW water main projects- ongoing throughout town- have long term permits
- · 839 Broadway- Elijah's Path subdivision project
- · 1400 Broadway- Sunset Point subdivision project
- 110 Center St.- Nash Landing subdivision project
- 405 Washington St- Cardinal Cushing Kennedy Building- residence hall project
- · 1810 Washington St- retail complex project
- · 778 Washington St- food establishment project
- · 775 Main St- new house project with private access to 3 new homes

Board of Registrars of Voters

- In accordance with state law, the Registrars inactivated all voters who had not returned their annual census forms. Subsequently, approximately 1300 inactivation letters were mailed out covering 2318 voters. A self-addressed stamped envelope was included so voters could return the letter and be reactivated, or request that they be removed from the voter list if they no longer reside in Hanover.
- The annual street listing was prepared based on the census returns and delivered to the printer to be printed and bound in book form. Street listings are available to residents for purchase at \$10.00 each.
- Several hundred signatures were certified as those of registered Hanover voters on petition questions for the November 2018 election.



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Advisory Committee

• At its July 10 meeting the Advisory Committee approved the four Fiscal Year 2018 municipal relief transfers, and chose Ted Hickey to continue as Chair of the Committee.

Affordable Housing Trust

- The Affordable Housing Trust met with the Mall management team at its June meeting. The Mall team presented the idea of a possible 297 unit apartment complex at the mall. The Trust discussed the possibility of their being an affordability aspect of around 10% of the units and whether there is a need for it. The mall stated they will be having a public informational meeting for all residents in July to present the apartment complex idea.
- The Affordable Housing Trust was updated on the Sylvester School Redevelopment Committee and was informed the Committee had received one proposal response. The response was for 29 units and also included discussion of affordable units. The Affordable Housing Trust discussed affordable units at the Sylvester School and whether there is a need for them. The Trust discussed working with the potential future applicant.
- The Trust discussed a sub group called the Hanover Housing Group which would in conjunction with the ideas laid out in the Master Plan continue to look into housing options and diversified housing available in Hanover through the use of a planning grant through the Executive Office of Energy and Environmental Affairs. The grant is through June 30, 2019 and will look to propose a draft Open Space Residential Design (OSRD)/Cluster Bylaw.
- The Trust also discussed the towns SHI (Subsidized Housing Number) and forecasting for the 2020 census to ensure the town will stay above the 10% threshold.

Community Preservation Committee

• The Community Preservation Committee has plans to start meeting again in the fall to address and review any proposed applications submitted to the Committee by committees or residents in Town. The due date for all applications is the first Monday in October which is October 1 at 4PM. They will review and make their informed recommendation for Town Meeting on any of the proposed applications.

Conservation Commission

Report available online <u>here</u>.

Council on Aging Advisory Board

• Report available online here.

Design Review Board

Report available online <u>here</u>.

Center School Building Committee



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Report available online <u>here</u>.

Community Access & Media Committee

Report available online <u>here</u>.

Board of Trust Fund Commissioners

Report available online <u>here</u>.

Board of Registrars

• Report available online <u>here</u>.

Sylvester School Redevelopment Committee

• The Sylvester School Redevelopment Committee submitted their recommendation to the Board of Selectmen on July 9th. This recommendation is currently under review by the Selectmen.