



Keith Chapman
Town Manager

TOWN OF NEWINGTON

200 GARFIELD STREET
NEWINGTON, CONNECTICUT 06111

OFFICE OF THE TOWN MANAGER

MEMORANDUM

To: Newington Town Council
From: Keith Chapman, Town Manager
Date: May 11, 2021
Re: Monthly Report – October 2020

GENERAL ADMINISTRATION

As the result of the ongoing global COVID-19 pandemic and the continuing Declaration of Civil Preparedness Emergency filed on October 15th in the Town Clerk's office, the Town Hall remains closed, non-essential meetings have been cancelled and essential meetings are being held remotely.

On October 5th, I met with administrators in the Finance, Highway, Parks & Recreations department to discuss Public Works personnel.

On October 6th, Heather Shonty and I met with an inner-city High School, we are working in conjunction with the Hartford School System in developing a "Mentoring Program" for an initial five (5) multicultural high school students. The five departments that the mentoring would take place include Finance, Information Technology, Police, Town Clerk and Town Manager. The participants would be paid for hours worked, at minimum wage, with annual increases depending on their achievements. If they desire, they would also be considered for full time employment when, and if, they prove their value and develop into the best leaders and managers possible. They would be placed into the applicant process as all other applicants, and if successful they may be hired on a permanent basis.

On October 6th, I attended the Joint Shared Services subcommittee meeting to continue discussions on shared services opportunities between the Town and Board of Education (BOE).

During the Municipal Administrative Training (MAT) class scheduled on October 7th, October 14th, October 21st, and October 28th, I reviewed Chapter 1, Roles of a supervisor from the book, Leadership Skills & Management Skills, written by Lawrence M. Miller. The chapter provided an overview of common challenges, effective supervisor practices and a framework for understanding your role.

On October 8th, Town Administration and I met with AFSCME leadership to negotiate a collective bargaining agreement for the current expired contract.

On October 26th, I met with Town Engineer, Gary Fuerstenberg to discuss additional Eversource energy incentives for all Town buildings.

During the staff meeting on October 1st, I discussed items from the previous Town Council meeting, economic development, Capital Improvement Projects (CIP) budget, COVID-19 update, board and commissions meeting schedule, Town Hall update, and personnel changes within the Town. To help minimize group gatherings, the staff leadership meetings were cancelled for the month. They will be scheduled on an as-needed basis.

The Town of Newington, along with the State of Connecticut as a whole has experienced an increase in the number of positive cases of COVID-19 over the past several weeks. During our staff meeting on October 27th, I announced the lockdown of the Town Hall. Employees who can work from home should do so, the goal is to minimize the number of employees in the Town Hall. I reviewed the mask mandate, everyone is required to wear a mask outside of your personal workspace. The Library and Highway Department should prepare to return to an alternative work schedule, if the need does arise. MAT classes will continue but may be modified to virtual classes next month.

The Town Engineer, Gary Fuerstenberg and I met periodically to discuss updates from the facilities condition assessment report, completed by Owens Realty Services. The final report is not completed yet.

The Town Assessor and I continually met with potential developers to discuss economic development opportunities.

Ongoing communications with a representative from RES solar.

Department head one-on-ones have been postponed and will be scheduled as-needed.

Overtime

Paid overtime during the month of October 2020 was as follows: Note that overtime costs include all instances and may be charged to non-operating budgets (i.e. road projects).

HIGHWAY DEPARTMENT	Overtime Hours	Cost
VEHICLES AND EQUIPMENT	114.1	\$ 6,131.03
WEEKEND STAND-BY AND CALL-IN	20.0	\$ 928.12
ROAD MAINTENANCE	9.0	\$ 410.66
LANDFILL- GRINDING	8.2	\$ 487.91
TRAFFIC	4.0	\$ 251.60
SWEEPING	12.0	\$ 586.96
PAVE COMPANY #3	2.0	\$ 110.34
TOTALS	169.3	\$ 8,906.62
PARKS AND GROUNDS DIVISION	Overtime Hours	Cost
General Grounds	193.0	\$ 6,019.00
TOTALS	193.0	\$ 6,019.00

PERSONNEL

- On October 16th, we posted for Seasonal Help for our Leaf Collection Program in the Highway Department.
- The vacant Librarian III (Head of Circulation and Collection) position was offered to Dorothy Russell; she will begin her promotion in November.
- The vacant Librarian II (Business Manager) position was offered to Jennifer-Rose Hebert; she will begin her promotion in November.
- The vacant Librarian II, Circulation Supervisor position was posted internally on October 14th, with a closing date of October 20th. This position was posted to the public on October 22nd, with a closing date of November 5th.
- The vacant Librarian I, Information Technology position was posted internally on October 15th, with a closing date of October 21st. This position was posted to the public on October 22nd, with a closing date of November 5th.
- The vacant Equipment Operator III position was posted internally on October 15th, with a closing date of October 21st.
- The vacant Equipment Mechanic II position was posted internally on October 15th, with a closing date of October 21st. This position was posted to the public on October 26th, with a closing date of November 9th.

- The vacant Groundskeeper I position was posted internally on October 21st, with a closing date of October 27th.
- The Equipment Operator I position was posted internally on October 28th, with a closing date of November 3rd.
- The vacant Town Planner position was offered to Renata Bertotti, former Director of Planning, Development and Enforcement for the City of Meriden, she will begin her position in November.

RISK MANAGEMENT

2020-21 Blue Cross/Blue Shield Plan Year

The third month of the 2020-21 plan year produced a combined paid claim total that was lower than those estimates that were developed at renewal. The monthly claims for the 2020-21 plan year were estimated at \$963,049. The total paid claims from the Health Benefits Fund for September 2020 were \$411,955. It should be noted that the claims for retired participants are charged to the OPEB. The breakdown for the active participants for the Town and Board of Education is as follows.

Claims through September, 2020

	Town	Board of Education	Total
Estimated Claims	789,966	2,099,181	2,889,147
Actual Claims	249,262	1,438,229	1,687,491

Accounting and Administration

- The auditors were in our office on October 5th for two weeks and we continue to answer their questions. It is expected that we will have a draft report by November 17th.
- Lisa Rydecki, Deputy Finance Director is working with IT and Tyler Technologies to update the MUNIS financial system to a newer version.
- The Director of Finance attended several Council meetings during the month to discuss tax status and health benefit fund credits.
- Finance is working with the Benefit Coordinator for moving the Town’s HSA accounts from Benefit Wallet to HSA Bank as of January 1st, 2021.
- Director of Finance took part in the negotiations with the AFSCME union and an agreement was reached.

The Town received grant payments from the State of Connecticut during this month for Adult Education in the amount of \$30,171 and Education Cost Sharing in the amount of \$3,443,238. The Town received the following interest rates on investments. This list includes outstanding investments that are under the control of the Finance Department and includes the General Fund and other Town Funds.

INVESTMENTS, BY ACCOUNTING TYPE

(Unaudited)
10/31/2020

	Interest Earnings		\$ Invested
	Budget FY2020-21	Actual Year to Date	
General Fund	\$300,000	\$24,149	\$39,891,805
Special Revenue Funds	48,000	682	741,793
Capital Projects Funds		417	1,094,138
Internal Service Fund	35,000	1,976	5,488,045
Trust and Agency Funds		750	1,109,528
TOTAL, ESTIMATED BY FUND			\$48,325,309

INVESTMENTS, BY INSTITUTION TYPE

(Unaudited)

10/31/2020

	<u>Interest %</u>		<u>Interest \$</u>		<u>\$ Invested</u>
	<u>Current Month</u>	<u>Last Month</u>	<u>Current Month</u>	<u>Last Month</u>	
STIF	.07	.10	939	1,119	\$20,255,163
Bank North	.12	.12	119	115	560,862
TDBank (new)	.25	.50	2,292	2,218	10,828,294
Farmington Bank	.18	.25	1,212	1,385	8,448,236
Webster Bank	.10	.10	560	572	3,175,415
Liberty Bank	.15	.20	644	824	5,057,339
Total Outstanding Investments					\$48,325,309

Rates reflect avg. monthly yield, annualized

Assessor

- One hundred (100%) of all Real Estate building improvement permits for the 2020 Grand List have been inspected and valued.
- Real estate deeds were read and entered in the computer assisted mass appraisal system up to October 1st, 2020.
- Personal property declarations sent out the last week in September 2020 were returned by mail and/or in person over the counter. To date, approximately 49% of the 1,507 declarations have been returned to the Assessor's office.
- The 2019 Motor Vehicle Supplemental List was downloaded from the State of Connecticut Department of Motor Vehicles. Initially the download contained a total of 4,045 vehicles which was approximately 942 vehicles less than the 2018 Supplemental List. These are the initial download figures and will be adjusted as we receive motor vehicle adds from other towns. We also delete vehicles that have been previously assessed on the 2019 Regular Newington Motor Vehicle List back in July and/or registered in the wrong town. We then forward that information on to the correct jurisdiction. When completed, this list will result in tax bills being sent out by the last week of December.
- Finally, work on the 2020 Revaluation was reaching its conclusion. Final preliminary residential values were presented to the Assessor for review. Thus far, condominium values are mostly down from 2015 (our last reveal) while residential values are up slightly (approximately 3%). Commercial & Industrial preliminary final values are scheduled to be presented to the Assessor by the second week of November and final notices are scheduled to be mailed out to taxpayers beginning the first week of December.

Revenue Collector

- Collections for October on the 2019 Grand List amounted to \$1,769,525.61 and back taxes collections totaled \$67,544.70. Included in the back-tax amount was 44,258.51 which was collected for suspended accounts.
- This year's total collections through October were even with a 55% collection rate which is the same as last years' rate. To assist taxpayers during the pandemic, the Town Council adopted Governor Lamont's Executive Order to extended the 30-day grace period for the July taxes to October 1st.
- In observance of the pandemic guidelines, most taxpayers are either using the tax payment drop box, paying by mail, or making online payments. The staff in the Tax Office retrieve the payments from the drop box several times during the day and the payments are processed as soon as they are in the office. We are also experiencing an increase in telephone calls from taxpayers.
- Delinquent statements were mailed to 3,532 taxpayers owing taxes on the 2019 Grand list and 1,5376 delinquent statements were mailed to taxpayers who still owe for the last two years.
- On October 6th the CT Motor Vehicle Dept was notified of 4,199 taxpayers who were in default of paying their motor vehicle taxes.

POLICE DEPARTMENT

Patrol Calls for October are as follows:

Abandoned MV	1	Fire Special Detail	0	MV Abandoned	0
Administrative	0	Fire Stand By	0	MV Assist	32
Alarm Commercial Burg Alarm	68	Fire Structure Fire	1	MV Complaint	52
Alarm Hold Up Alarm	10	Fire Task Force Activation	0	MV Fire	0
Alarm Residential Burg Alarm	15	Fire Training	0	MVA Evading	11
ALTERED MENTAL STATUS	0	Fire Trouble Alarm	0	MVA Fatal	0
Animal Complaint	12	Fire Water Problem	0	MVA Injury	16
Arson/Fire Invest	0	Fire Vehicle	0	MVA Property Only	85
Assault	1	Fireworks	6	Neighbor	8
Assault in Progress	0	Follow Up	42	Noise	28
Assist Motorist	1	Found Property	13	Non-Collect Person	0
Assist Notification	1	Gun	1	Notification	0
Assist Other Agency	34	Harassment	11	Open Door/Window	34
Bad Check Insufficient Funds	0	Hazard	16	Parking Violation	3
Blighted Property	0	Hazmat	0	PD ASSIST FIRE DEPT	35
Bomb Threat	0	Hold Up Alarm	0	Personal Relief	0
Breach of Peace/Disorderly	9	Homicide	0	Pistol Permit	26
Burglar Alarm	1	HOPE PROJECT	0	Prisoner Care	6
Burglary	12	Illegal Dumping	0	Private Duty	0
Car Seat	0	Indecent Exposure	0	Property Found	6
Check Welfare	38	Intoxicated	3	Property Lost	4
Check Welfare 911	29	Juvenile Complaint	26	Prostitution	0
Check Welfare Other	8	K9 Assist	0	Recovered Stolen MV	6
Clear Lot	16	Kidnapping	0	Rescue Call	0
Construction	0	Landlord / Tenant Dispute	2	Residential Lockout	5
Court Detail	8	Larceny	64	Robbery	0
Criminal Mischief	18	Larceny from MV	69	Roll Call	3
CSO	0	Lift Assist Only	8	Serve Subpoena	0
Customer Dispute	8	Liquor	0	Serve Warrant	17
Dog Complaint	29	Local Traffic Authority	0	Sexual Assault	1
Domestic	31	Location Check	125	Shots fired	0
Door Check	0	Location General	2	Specific Detail	72
Drug	4	Location School	0	State Pistol Permit	0
DUI	5	Lockout MV	2	Stolen MV	14
EDP	18	Lost Property	3	Sudden Death	1
Escort / Transport	4	LTA	0	Suicide	0
Escort Funeral	2	Meal	0	Suicide Attempt	1
Escort Other	0	Medical Alarm	14	Suspicious MV Unoccupied	6
Escort Retrieval	0	Medical Cardiac	5	Suspicious Report	169
Escort Tax	0	Medical Complaint	130	TEST	3
Fingerprint	1	Medical Diabetic	4	Threatening	9
Fire Alarm	0	Medical Fall	25	Training	0
Fire CO Detectors no sympt	0	Medical Mutual	0	Tow	5
Fire CO Detector with sympt	0	Medical Other	6	Town Ordinance Violation	0
Fire Extrication	0	Medical Respiratory	11	Traffic Stop	320
Fire Hazmat	1	Medical Stand by	0	Trespass	20
Fire Mutual Aid Request	0	Medical Trauma	3	Unknown	117
Fire Other	0	Medical Unresponsive	5	Water problem	0
Fire Rescue	0	Missing	4	Total	2,102

- In October, the Detective Division:
 - Handled 90 investigations, 43 remain ongoing, 47 have been closed by investigative methods.
 - Served 27 warrants; 16 by Patrol Officers, 11 by the Detective Division.
- In October, the Animal Control Officers had the following activity:
 - 39 Calls – 28 Dog, 11 Animal, 0 Specific Detail, 0 Follow-ups, 0 Car Seat
 - 1 Dog vs Dog Bites/0 Dog Bite w/ Human/0 Feral Cat Bites w/human
 - 4 Impounds – 2 redeemed, 1 sold as pets, 0 euthanized, 0 quarantine, 1 carry over, 0 DOA
 - 0 Infraction written
 - 107 Incoming Phone Calls
 - 1 Wethersfield Mutual Aid Calls – not all these calls are easily identified in CAD
 - 0 Written Warnings
 - 0 Letters (No License/Barking/Littering)
- Breakdown of Calls
 - 510 –
 - 8 Combined Dog/Animal/Specific Detail/Check Welfare
 - 0 Delinquent Letters/ No License/Barking/Littering
 - 0 Infractions
 - 0 Written Warning
 - 1 Dog bite- 0 dog vs human, 1 dog vs dog
 - 1 Dog/Cat Adoption
 - 511 –
 - 0 Combined Dog/Animal/Specific Detail/Check Welfare
 - 0 Delinquent Letters/ No License/Barking/Littering
 - 0 Infractions
 - 0 Written Warning
 - 0 Dog bite- 1 dog vs human, 0 dog vs dog
 - 0 Dog/Cat Adoption
- Other:
 - 31 police assisted Animal/Dog Complaints.
- Notable Cases/Events:
 - Officer Fabi is still in ACO training until November 12th. She will be back November 16th.
 - ACO Monde has been coming in on Wednesday evenings.
 - 95% of the phone calls were generated by an impound – GSD Mix
- In October, the Patrol Division had the following activity:
 - Between 10/01/20 and 10/31/20, this agency has responded to sixty-eight burglaries from motor vehicles as compared to thirty-three burglaries that occurred in September. Patrol has also investigated twelve stolen motor vehicle complaints, which is five more than last month. Patrol has also responded to thirteen residential/commercial burglaries this month compared to three in September.
 - On 10/01/20, officers responded to Crown Ridge for a residential burglary report. The complaint reported that while his family was asleep in the residence, someone entered the home and stole various items to include collectible coins. The complaint also reported that it appeared as though someone stole his vehicle and later returned it to the driveway. Later that afternoon as officers were still investigating the burglary, they contacted a suspect in the Aldi's parking lot, who was in possession of several of the items stolen during the burglary. The suspect was arrested on larceny charges and the case remains under investigation pending search warrants to substantiate burglary charges.
 - On 10/03/20, officers responded to Gail Circle for a report of male suspects attempting to burglarize unlocked vehicles in the cul-de-sac. The complainant reported he attempted to confront the suspects when one of them displayed a firearm and pointed it at him, forcing the complainant to retreat. The suspect vehicle then fled the area at a high rate of speed. The suspects were not identified and the case has since been suspended.
 - On 10/4/20, officers responded to Pane Road for a single vehicle traffic accident that resulted in the vehicle striking a building. After the vehicle impacted the business, the vehicle burst into flames. Officers on scene reported witnesses to the accident removed the occupants from the vehicle and

pulled them to safety. The Midstate Accident Reconstruction team was activated and responded to process the accident scene. The crash is under investigation.

- On 10/07/20, officers responded to Veggie World on New Britain Avenue for a burglary complaint. Security video depicted a lone male smashed a window on the front of the business to gain entry. In total, the suspect stole approximately \$2,280.00 worth of cigarettes from the store. The case is under investigation pending lab results from the crime scene processing efforts.
- On 10/08/20, officers responded to Sam's Club on the Berlin Turnpike for an embezzlement complaint. The complainant reported that an employee is suspected of stealing in excess of \$98,000.00 over the course of four months. The suspect was interviewed and confessed to the larceny. The case was transferred to the Detective Division.
- On 10/22/20, an officer initiated a traffic vehicle stop for a suspended registration violation. Upon contacting the operator, the officer detected the odor of Marijuana and conducted a search of the vehicle which revealed a firearm, narcotics and paraphernalia indicative of the sale of drugs, over \$1,500.00 in cash, a loaded paint ball gun, and two black knit ski masks. The operator was arrested on weapon and drug charges and surrounding agencies were notified of the incident in case this suspect or vehicle was involved in any additional crimes.

Property Report October 2020

Category	# of Counts	Property Value (\$)
Burned	0	\$ 0
Counterfeited/Forged	2	\$ 6,901
Damaged/Destroyed	31	\$ 20,704
Vehicle Inventory	1	\$ 0
Stolen	262	\$ 396,083
Abandoned	0	\$ 0
Evidence	186	\$ 6,663
Found	18	\$ 331
Lost	8	\$ 345
Seized	34	\$ 1
Recovered	89	\$ 174,801
Impounded	3	\$ 0
Informational	2	\$ 100
Towed	0	\$ 0
Total	636	\$ 605,929

- Police Department Overtime October:

- Comparison
 - OT September \$ 86,922 2 pay periods (one holidays)
 - OT October \$ 104,572 2 pay periods (one holiday)
 - \$ 17,650 increase
- During October 2020, one officer was on light duty assigned to the Patrol Division. Another officer from the Patrol Division has remained temporarily assigned to the Detective Division serving as the property officer and another officer has continued on light duty assisting in the Detective Division resulting in three vacancies in the Patrol Division. Additionally, there are two officer openings. These vacancies have an impact on patrol overtime since some patrol districts are left unstaffed which could be used to reduce overtime by covering officers who may take time off. Also, if the 105 (midnight) district officer's days off fall on Thursday, Friday or Saturday that shift is covered with patrol overtime.
- Admin overtime \$0, the same as the previous month.
- Patrol overtime. \$54,359, a decrease of \$7,511 from the previous month. Overtime included holiday pay of \$14,868, filling of shifts for time off (vacation, sick, earned time), 105 district days off (Thurs, Fri, Sat), holdovers for officers involved in casework including investigations related to emotionally disturbed persons, a burglary, domestic disputes, a drug overdose, medical call and motor vehicle accidents. Additionally, overtime resulted from a sergeant reviewing arrest paperwork, a Midstate Accident Reconstruction Team callout and follow up investigation, a traffic enforcement detail on the Berlin Turnpike, casket service at a wake and a funeral escort.

- Detective Division overtime. \$3,868, a decrease of \$2,849 from the previous month. Overtime included holiday pay of \$3,580 and a detective called out after hours to process a burglary.
- Communications overtime. \$17,476, an increase of \$1,405 from the previous month. Overtime included holiday pay of \$2,578, filling of shifts for time off (vacation, sick, earned time) and filling of shifts on days and evenings when only one dispatcher is scheduled to ensure two dispatchers are present on all day/evening shifts. Additionally, a second dispatcher is staffed on overtime from 0000 hours to 0400 hours on the midnight shift on Thursday, Friday and Saturday. Also, a dispatcher was called in after hours for a radio system issue.
- Education overtime. \$25,323, an increase of \$24,694. Overtime included the covering of shifts for four officers assigned to a two-week SWAT class, an officer assigned to a two-week firearms instructor class, a sergeant assigned to a one week first line supervisor school, two officers assigned to a one-day low light firearms training course and two officers assigned to a four-day FTO training program. Also, an officer and a sergeant attended Mid State Accident Reconstruction training. Additionally, officers conducted COLLECT and Crisis Intervention training (CIT) on overtime.
- Support Services overtime. \$3,546, an increase of \$1,911. Overtime included holiday pay of \$1,228 and a supervisor responding after hours to the failure of the communications system. An officer and supervisor also conducted an evening fingerprint detail on overtime.

FIRE DEPARTMENT

The following is a report of the activities of the Newington Fire Department for the month of October, 2020. During this period, fire department members responded to alarms or emergencies. A summary of these alarms and a manpower response break down is detailed below:

	October	4 Months Total
<i>FIRES</i>		
Structure Fire	4	9
Vehicle Fire	1	7
Exterior Fires	2	17
Other Fires	1	2
<i>RESCUE CALLS</i>		
Pressure Ruptures Explosion Overheat	2	4
Extrication	4	7
Other Rescue Calls	1	13
<i>SERVICE CALLS</i>		
Hazardous Condition Calls	9	73
Water Problem	0	5
Other Service Calls	6	33
<i>OTHER</i>		
Good Intent Calls	2	9
False Alarm/False Call	25	137
Severe Weather/Natural Disaster	0	7
Special Incident Calls	0	0
Mutual Aid/Standby	0	8
Totals	57	331

Training Summary for the month of October: Please be advised that due to the restrictions caused by the COVID-19 Virus some training is being completed through various online training platforms. Social distancing protocols are in effect for all hands-on sessions.

Para Tech Airbag	Train the Trainer	32.5 hours
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CPR/AED Training		6.0 hours
CO-1 Training	Hydrants	12.0 hours
CO-2 Training	Pump Operations	13.5 hours
CO-2 Training	Aerial Operations	38.5 hours
CO-3 Training	Rabbit tool and new equipment	16.5 hours
CO-4 Training	COVID precautions and SOP	18.0 hours
Multi Company Training	Live Burn 1&3	60.0 hours
Multi Company Training	Live Burn 2&4	62.0 hours
Firefighter Instructor II	Certification 5 members	250.0 hours
Driver Training	Cone Course	10.0 hours
Fire Ground Safety		6.0 hours
CO-1 & CO-3 Training	Report Writing	40.5 hours
Hand Line Operations		8.0 hours
Water Supply		4.0 hours
Firefighter Safety & Survival		5.5 hours
Total Training		583.0 hours

FIRE CHIEF

Fire Response: **38** Incidents

- Attended Train the Trainer class given by Shipman’s on new Air Bag System
- Attended meeting for funeral arrangements for Chief Rich Klett
- Participated in Fire Prevention Open House at HQ
- Attended wake visitation for Chief Rich Klett
- Attended Funeral services for Chief Rich Klett
- Met with Safety division on COVID issues
- Assisted Rocky Hill FD in their live burn drill acting as Safety Officer
- Attended 2 live burn drills for NVFD
- Attended LEPC Zoom meeting
- Attended Commissioners meeting
- Participated in Assessment center for Chief’s position
- Attended interview with Commissioners for Chiefs position
- Covered dispatch console at HQ due to water leak at PD dispatch center
- Attended report writing training session
- Conducted Command Staff meeting
- Received a donation along with DC Regina from Lowes Home Center

FIRE MARSHAL

- The Fire Marshal’s Office completed the following activities during the month of October, 2020.

INSPECTIONS	18
INSPECTION FOLLOW-UPS	8
PLAN REVIEWS	10
JOB SITE INSPECTIONS	6
FIRE INVESTIGATIONS	4
FIRE ALARM TROUBLE	9
COMPLAINTS	1
TANK REMOVALS	0
SAFE HOME INSPECTIONS	0
SAFE HOME FOLLOW-UPS	0
HAZ-MAT/HAZARDOUS CONDITION	0
BLASTINGS	0

Fire Marshal’s Activities:

- 10/01/2020 Risk Management Meeting with Town Manager
- 10/15/2020 LEPC Meeting Town Hall
- 10/19/2020 Balf/Tilcon Yearly Committee Meeting Zoom

- 10/27/2020 Department Head Meeting on COVID-19 Update
- 10/30/2020 Craig Stegmaier finished his Investigator program; a requirement for his Deputy Fire Marshal position

HIGHWAY DEPARTMENT

Administration

- Continued to meet with residents to discuss various issues and concerns
- Continued with Landfill closure project tasks
- Interviewed all applicants for seasonal leaf collection
- Attended ASFCME negotiation meeting with Town Manager
- Attended Eversource virtual meeting for Emergency Preparedness and Storm Isaias
- Attended Department Head, Public Works and LEPC meetings
- Completed and submitted department annual report
- Continued with all project planning and scheduling
- Attended meeting with trash and recycling collection contractor
- Attended Environmental Quality Commission meeting

Roadway Maintenance

- Continued with litter pickup/graffiti removal Town wide
- Highway operators continued with Landfill material processing
- Hauled over 1,000 tons of waste construction materials to processing facility
- Continued with Town wide pot hole patching
- Completed the reconstruction of Company Four Firehouse parking lot
- Excavated test pits to locate underground utilities for Robbins Avenue LOTCIP project
- Jet rodded obstructed storm water pipe on Cambria Avenue
- Assisted Traffic Division with line striping/painting
- No evictions scheduled for the month

Traffic Division

- Replaced and/or repaired missing/damaged street name and regulatory signs
- Continued to assist with Food Share setup
- Assisted Police Department with speed detection device relocation
- Assisted Sanitation Department with the replacement/repair of recycling containers
- Painted pavement markings on various Town roads
- Applied spray on salt guard to new sidewalks at Town Hall Campus
- Installed new curve chevron signage on Pane Road
- One (1) after hours call in

Fleet Maintenance

- Performed routine preventative maintenance/emergency repairs for all Town vehicles and equipment
- Continued the outfitting of one new Police vehicle
- Completed fall service to all Fire Department Apparatus
- Completed annual service on all leaf collection equipment
- One (1) after hours call in

Sanitation/Recycling/Landfill

- Scheduled 1,313 residential bulk items for collection for the month
- Scheduled 187 condominium bulk items for collection for the month
- Scheduled 55 condo/residential scrap metal items for collection for the month
- 2,347 tons of cumulative Municipal Solid Waste were collected from July through August
- 635 tons of cumulative recyclables were collected from July through August
- 517 mattresses/box springs were collected from July through August
- 97 televisions were collected from July through August
- Issued permanent 31 landfill permits and 11 temporary permits for the month

TOWN ENGINEER

Permits:

- Reviewed contractor license applications (bond/insurance/agreement)
- Reviewed and approved 28 excavation permits:
 - Excavation = 20
 - Driveways = 8

Meetings: Represented the Town:

- CRCOG transportation committee meeting
- TON Public Works meeting
- TON economic development meeting
- TON Inter-Department coordination meeting (engineering, planning, highway, parks, facilities, building, fire marshal, economic development)
- Town Council Meeting(s), as requested
- TON CIP, Planning and Zoning meeting(s), as requested
- Eversource/CL&P planning/construction meeting(s), as requested
- MDC planning/construction meeting(s), as requested
- CNG planning/construction meeting(s), as requested
- DOT planning/coordination meeting(s), as requested
- Project meetings with developers and engineers/architects
- Town Hall Construction Project
- Meetings with residents/businesses

Site Plan Review: Reviewed plans and calculations for conformance with the Town of Newington Planning & Zoning Commission and Conservation Commission Regulations.

Reviewed site plans:

- 94 Holmes Road – Site plan review
- 80 Fenn Road – Site plan modification review
- 135 Fenn Road – Site plan review
- 890 Willard Avenue – Subdivision plan review
- 68 Deming Street (Peckham Subdivision) – Subdivision plan review
- 2414 Berlin Turnpike – Site plan review
- 324 Alumni Road – As Built survey review
- 55 East Robbins Avenue – Subdivision plan review
- 2897 Berlin Turnpike (Firestone) – Site plan review
- 4 Hartford Avenue – Site plan review
- 550 Cedar Street – Site Plan review
- Fenn Road – Tilson/MCI/Verizon – Fiber optic layout review

Public Works: Assessed, investigated and inspected roads, parking lots, bridges, curb, sidewalks, traffic signals, dams, drainage, stone wall and other infrastructure issues throughout Town.

Engineering:

- Assisted public (residents, developers, contractors, realtors, title searchers, etc.) with Town engineering data (GIS, maps, etc.), ordinances, engineering procedures, building/property addresses, etc.
- Assisted public (residence and businesses) with drainage/flooding concerns and inspected portions of drainage system.
- Coordinated with Hartford and West Hartford in follow up to annual CTDEEP and NRCS inspection of portions of Piper/Mill Brook (South Branch Park River Flood Control System).
- Coordinated with MDC/CNG/ Eversource (CL&P) regarding utility projects in Newington
- Coordinated with CDOT regarding projects in Newington
- Coordinated with MDC regarding updating Town Ordinance 267 (hydrants)
- Coordinated with CDOT regarding flooding on SR176 (Main Street) near Dowd (requested CDOT re-design culvert beneath Main Street)

- Coordinated with CDOT regarding flooding on Stamm Road due to culvert beneath SR174 (New Britain Avenue) near Stamm Road (requested CDOT evaluate Webster Brook hydraulics at culvert)
- Cambria-Garfield – Coordinated with Frontier to resolve damaged storm pipe (via utility pole)

Engineering for Town Project: Assisted Town Departments with in-house projects:

- Town Manager/Facilities: TON facilities evaluation by Owens - project coordination
- Facilities: New municipal building (library parking lot) – project coordination
- Facilities: Eversource Energy Incentive Project (PD, SC, LIB) - project coordination
- Facilities: Solar Energy Projects - project coordination
- Facilities: Senior Center Parking Lot Improvements - surveying and design services
- Facilities: Senior Center Window replacement – grant/project management
- Highway (LOTICIP 2018) – Complete Street Project - Robbins Avenue and Maple Hill Avenue – CRCOG coordination, oversee design and public agency review
- Highway (LOTICIP 2020) – Complete Street Project - Maple Hill Avenue – grant application
- Highway: Kelsey Street & Christian Lane traffic signal – surveying and design services
- Highway: Design services - town facility paving preparation (senior center, FD5, Garfield Street parking lot)
- Planning: Garfield Street 2018 Community Connectivity Project – design services
- Planning: Main Street 2020 Community Connectivity Project – preliminary design services
- Planning: Elm Hill Business District Streetscape plan – conceptual design services
- Planning: Cedar Street (pedestrian/bicycle overpass) – 3 conceptual design service
- BOE: Former Bus Garage - engineering/environmental services for redeveloping remediated site
- TMO: Pheasant Run – Drainage improvements - drainage study and preliminary design
- BOE/Parks: Elizabeth Green School – property boundary stakeout

BUILDING DEPARTMENT

- A Tank Application is under review for a temporary above ground 500-gallon propane storage tank for the COVID-19 testing site at Hartford Hospital, 181 Patricia M. Genova Drive. Also, a Mechanical Permit was applied for and is under review to install gas lines from the tank to the heaters for the testing tents.
- A Partial Certificate of Occupancy was issued for the gym (excluding the partitions) in the Newington Town Hall.
- Permit Applications were taken out to remodel the interior and exterior of the old Toys-R-Us building and for new signs for a Burlington Store. The building is located at 3491 Berlin Turnpike.
- A Demolition Permit was issued for the demolition of the old Newington Town Hall.
- An Electrical Permit was issued to upgrade the existing service to 2000 amps at the Anna Reynolds School on 85 Reservoir Road.
- Two Permits were issued for new single-family residences. They will be built at 25 Moreland Avenue and 51 East Robbins Avenue.
- All indoor Seminars our Inspectors attend for their continuing education credit were cancelled due to the Coronavirus. There are online classes. Classes taken by are inspectors were:
D. Jourdan - Principles of Fire-Resistant Design, Protection of Connections, and Special Inspections of Tall Mass Timber – October 28, 2020
- Building Department activity for the month of October was as follows: The Inspectors completed a total of 199 Inspections. They were: A/C Installation (1), Boiler (4), CO (1), Damp proofing (1), Decks (2), Electrical (7), Final (83), Footings (13), Foundation (4), Framing (7), Gas Line (11), Insulation (6), Mechanical (5), Pools (1), Roofing (3), Rough (46), Site Visit (2), Slab (2).
- The total number of Building/Renovation Permits issued / applied for the month of October was 239 producing a total permit value of \$2,673,439.00
- They are categorized as follows:

<u>TYPE OF PERMIT</u>	<u># OF PERMITS</u>	<u>VALUE OF PERMITS</u>
ADDITIONS /ALTERATIONS	27	800,557.00
DECK	5	29,500.00
DEMOLITION	1	200,000.00
ELECTRICAL	60	488,527.00

FENCE	0	0.00
FIRE SUPPRESSION / SPRINKLER	0	0.00
FOOTING / FOUNDATION	0	0.00
FUEL TANK	5	11,227.00
GARAGE / SHED	2	22,000.00
MECHANICAL	49	322,999.00
NEW COMMERCIAL	0	0.00
NEW MUNICIPAL	0	0.00
NEW RESIDENTIAL	0	0.00
PLUMBING	28	67,194.00
POOL	3	19,001.00
ROOFING / SIDING	45	576,147.00
SIGN	1	18,500.00
SOLAR	13	117,787.00
TENT	0	0.00
TOTAL	239	\$2,673,439.00

The total Building income fees received in the month of October was **\$28,617.00**

The total fees for other income were as follows: Town Planning and Zoning (Applications/Publications) \$850.00 Environmental \$120.00 Conservation \$0.00, Zoning Board of Appeals \$260.00, Copies, Books and Maps \$47.00 Driveway / Excavation \$1850.00 Engineering copies \$39.00. The other total income is \$3166.00

Below is a comparison of the Permit Values for October 2020 and October 2019:

	<u>2020</u>	<u>2019</u>
Value of Permits issued for October:	\$2,673,439.00	\$1,681,719.00
Fees for Permits issued for October:	\$28,617.00	\$20,470.00
Other income Fees for October:	\$3,166.00	\$2,589.50
Building Permits Issued for October:	216	187

Total Value of Permits and Permit Fees for the Fiscal Year:

	2020-2021		2019-2020
<u>Value</u>		<u>Value</u>	<u>Permit Fee</u>
\$12,723,408.00	\$141,573.00	\$8,231,787.00	\$92,261.00

HUMAN SERVICES

- SCORE programs met on 4 Wednesdays after school and 2 Saturday programs that were also opened to family members. The programs included Ropes course activities, kayaking and paddling.
- The SUCCESS/ALPS 5th grade program this month met outdoors at each school in a total of 4 2-hour segments. 2 at each school to cover the "hybrid" schedule that has 8-10 students in each group. We are covering problem solving and decision-making tasks as they relate to developing resources, making healthy choices and reinforce the Health & Wellness curriculum.
- Coordinators Huggard and Meskill attended a 3 day "Trauma & Recovery" Webinar sponsored by the CT Women's Consortium.
- In her role as Volunteer Coordinator, Meskill maintained contact with older or compromised volunteers, recruited and scheduled volunteers for November food prep and distribution and started filling in the volunteer needs for the December gift program as well.
- Juvenile Review Board did not officially meet, 4 cases remain open and one case was referred back to Juvenile Court for failure to comply with JRB contract.

- Food Bank continued to meet the need of the community providing services: Grab & Go, Delivery and wellness checks to 148 households. Volunteers contributed 178 hours of service and all staff assisted in completing the various tasks of the food bank. This was all coordinated by Pam Wassik.
- 365 households have registered for participation in the holiday program food and gift program and the ongoing monthly use of the foodbank. Every aspect of our community including: residents, town employees, civic organizations, houses of worship, schools, scouts, and businesses contribute to this program either through, monetary or food or gift & gift card donations, food and gift drives, matching dollar programs and volunteer hours.
- Karen Smith continues to match sponsors with specific households requesting their holiday gift items. We anticipate close to 1000 individuals/400 households will have their holidays brightened by the efforts of this program and the community as a whole. We are focusing the distribution on gift cards this year due to COVID-19 related health & safety modifications.
- All financial casework services continued doing phone interviews and referrals and receiving necessary documentation by email, text, or snail mail. We heard from many households whose income was reduced as a result of this health crisis and the closing down of many non-essential businesses. Clients continued to have difficulty initiating unemployment benefits and non-COVID-19 related issues were presented as well. There were several complex cases involving coordination of multiple social service agencies. As an example, one case involved coordination with police, EMS, hospital social work, Belair Social Worker, and HNS resident services coordinator. This was a case with an elderly woman who had multiple health and mobility issues as well as hoarding like conditions in her residence.
- Director LaBrecque continued to serve as the Liaison for the Central CT Health District and the town by meeting with the CCHD director and providing the town manager with updates. LaBrecque also served as the town contact person to receive any complaints or questions with the implementation of Health & Safety requirements recommended by the state. There were no complaints received this past month.

October 2020 Statistics

	FY 20-21 Total This Month	FY 20-21 Total Last Month	FY 20-21 Cumulative Total YTD	FY 19-20 Cumulative Total YTD
Selected Programs				
Youth and Family Counseling Cases	9	10	40	50
Clinical presentations	0	0 <small>presentations/attendees</small>	0	0
Youth & Family Service Hours	21	38	137	153
JRB cases hearings/pending hearing	0	0	1	3
JRB Service hours:	1	2	7	15
Positive Youth Development	69	59	232	974
Community Service	1	0	3	4
# of hours completed	5	0	5	65
Challenge Course: Adult youth(outside)	0	0	0	76
	0	0	0	321
Information and Referral	788	305	2191	3167
Social Casework Cases	88	81	309	275
Under 55 =	30	17	78	112
Under 55 disabled =	7	14	48	58
Over 55 =	51	50	183	139
Social Casework Service Hours	137.25	117.25	503.5	502.75
Under 55=	46.5	21.25	121.5	81.5
Over 55 disabled and/or disabled	90.75	96	381	394
Food Bank Household visits	146	162	609	628
# bags of groceries distributed	1633	1796	6735	2661
Mobile truck	191	184	820	491

Clothing household visits # bags of clothes given	0 0* clothing closet ended	0	0	0
Special Needs	4	7	31	42

*Clothing closet ended

SENIOR AND DISABLED CENTER

- In consultation with the CCHD, the Center will remain closed through the remainder of the year with that decision reviewed at the end of December. Staff continue to provide essential services, especially food, as well as address the social isolation and lack of physical activity among members. The Center is developing high tech (virtual), low tech (telephone) and no tech (in person, mail etc.) opportunities for members. Additionally, the Center is using various means including Facebook, email, phone calls, newsletters, and materials distributed in meals and by mail to keep members informed. To help participants plan their time, a flyer with all major programs was emailed or mailed to all participants.
- The Center has committed to offering two “in-person” events per month for the remainder of the year with one a “parade” (staff go on a route to participant homes with special deliveries and conversation) and one drive through event at the Center. All are done with social distancing and masks. The October drive through, Adult Trick or Treat, was postponed due to weather.
- An Autumn Harvest Parade was held on October 19th. The Dial-A-Ride buses were decorated and staff delivered apple turnovers and small pumpkins to be decorated to participant homes.
- A three-part program, the Tri-Town Senior Center Exploration Series was offered this month on three consecutive Wednesday’s. This program was a pilot for a virtual senior center created in partnership between the CT Healthy Living Collective, Newington Senior and Disabled Center, Canoe Brook Center in Branford and the Woodbury Senior Center with funding from AARP CT. Each program, via Zoom, featured a guest presenter with participants from all three communities followed immediately by smaller breakout sessions where participants were grouped by community. The topics were: Explore CT Virtually; Zentangles and; Elder Law. The virtual senior center concept will be expanded in the new year. In the interim, the team is planning a holiday event that will be open to senior center participants from across the state.
- A new telephone-based program, Meditation Mondays began this month. Participants called in using the free conference call line and Part Time Coordinator Barbara Womer offered a different type of meditation each session so participants could experience a variety of practices. This program will continue in November.
- Move to Improve continues to enroll participants and had increased to 40 participants by the end of October. Ms. Womer followed up with each participant twice after enrolling and will offer a monthly conference call to support, educate and motivate participants.
- The Daily Call Sheet continued this month. The Coordinator met with volunteers by conference call to discuss how the program was going. The Daily Call Sheet was marketed to the membership in October with a small interest in a weekly call and no additional volunteers.
- The Stay Home, Stay Safe bingo continued each Tuesday and Thursday via conference line. Social Worker Teri Snyder and Eligibility Program Coordinator Karen Halpert host this program.
- The American History Lecture Series with Professor Jared Day was offered October 13th and 27th with 10 people attending via zoom.
- An autumn trivia contest was held via zoom on October 23rd.
- The Volunteer Shopper program continued through the month of September. Five volunteers purchased \$1,514 in groceries in 35 trips. These groceries are purchased by the volunteers with gift cards provided by the Center and recipients are billed following delivery (by Dial-A-Ride) in a contactless and anonymous system. To date a total of \$12,722 worth of groceries have been purchased through the program.
- Food services continues to be a priority. This month 57 individuals received a total of approximately **1,050** meals in the month of October. Staff assumed responsibility for delivery in March but, thankfully,

eleven volunteers were returned in October. Staff packs meals for volunteer routes and delivers routes not covered by volunteers. In October there were a total of 84 Meals on Wheels routes in October (4 routes per business day) and volunteers delivered 46 of the routes with staff delivering the remaining 38 routes.

- “Grab and go” meals are distributed each Wednesday, replacing the daily congregate meal. It is anticipated that this will continue as long as needed. Food is delivered and 3-4 staff sort and pack food for 5 complete meals for 54-60 people each week. About a third of those meals are delivered and the remainder are picked up at the Center.
- Dial-A-Ride provided a total of 113 trips this month for 19 passengers. Service is still limited to non-urgent medical transportation. In addition, Dial-A-Ride delivered 67 congregate meals, 439 meals on wheels, 35 grocery orders, 60 food pantry orders and 94 program deliveries.

PARKS AND RECREATION

Recreation Division

- Most Fall Programs have been ongoing throughout the month of October.
- Planning for the youth basketball program (Kindergarten through grade 12) has begun & brochures were distributed electronically to students in Kindergarten through grade 8. Grades 2 through 12 will begin in December, and Kindergarten and Grade 1 will begin in January.
- Due to COVID-19, the Children’s Halloween Party was cancelled.
- All swim lessons were cancelled for the month of October due to COVID-19.

Parks and Grounds and Cemeteries

- With baseball, football (7vs7), soccer, cross country, and field hockey in full swing, weekly field preparation (paint, mowing, irrigation, fertilization, grooming, and lining) was a high priority for Parks and Grounds Division.
- Volunteer Field renovation continued and was completed at end of month. Silt infield excavated and replaced with DuraEdge, regarded infield and horn and installed new sod.
- Tree work still occupied a large portion of time for staff.
- Section F in West Meadow Cemetery had all landscape beds mulched.
- Town wide mowing still in high frequency due to favorable growing conditions.
- Fall Welcome flags and new brackets added in the center of town.
- Replaced dead arborvitae at Lucy Robbins Welles Library.
- Completed construction of shed for the “How CAN We Help” charity project.
- Assisted NBF and NPD with Rich Klett ceremony in West Meadow Cemetery.
- Installed Fall Welcome flags along Garfield Street and Main Street and new brackets for Welcome to Newington banners to be installed in the spring.
- There were 15 interments (5 double, 7 single and 3 ash). There were 10 grave sales for the month.

LIBRARY

- The library building remained closed to the public during the month of September. Staff continued to offer phone and email assistance, and pulled and processed materials for curbside pickups.
- The library building opened its doors to in-person browsing by appointment on October 26th! Due to the COVID-19 pandemic, the library building had been closed to the public. Staff has been working the entire time in the building offering assistance by phone and email, virtual programming and access to the library’s vast digital and streaming services and since June had resumed the Lucy-to-Go curbside service. When possible, we continued to add additional services like Virtual Tech Help, new online services and interlibrary loan throughout the state. Staff has also been preparing the building for the reopening by installing tempered glass at all service desks, removing all seating and making the workspace and public space safe for all who enter. We were thrilled to be able to welcome back our patrons and talk and assist them in person. Patrons called and made appointments for 30-minute browsing sessions during designated times each day. Masks were required and we asked each person to use the hand sanitizer when they came in. Curbside service was offered during those other times when browsing was not available. This alternating of browsing and curbside worked well for staff and

patrons. The first week went very smoothly and patrons were happy to be able to browse on their own once again. The first week we had 261 people enter the library.

- The library curbside service *Lucy-to-Go* is going strong with 1,445 curbside pickups during the month. With this curbside service and the in-person browsing, the library was able to check out 14,018 physical items to our patrons. People continued to be very appreciative of the curbside pickup and the service from the staff.
- The Friends of the Library have cancelled their annual fall book sale that was to be held in November due to the pandemic. However, they did they hold 2 small outdoor book sales in October. The first was a *Children's Books Grab & Go Book Sale* held on October 4th in the library parking lot. People drove up and purchased a bag of book for \$5 (valued at \$10 or more) of children's books at the reading level that was requested. It was very popular with parents and grandparents who wanted to buy books for their loved ones. The second book sale as a *Mystery Book Sale* held on October 31st in the library parking lot. For this sale, people registered for 15-minute time slots to browser the tables of mystery books. They purchased a book bag for \$10 and could fill it with as many books as they wanted. The tables were space apart and only a certain number of people could browse during each time slot. There was positive feedback from those who could attend and many appreciated the efforts the Friends were making to have different forms of book sales.
- The Library Board of Trustee's *Ready, Set GO Giveaway* fundraiser that was held in lieu of the *Newington Library 5K Challenge* road race was very successful. People purchased donation entries for a chance to win one of the many door prizes that were going to be available at the road race. The drawings were held on October 5. People could watch it on our *YouTube Channel* which was posted on the library website. Winners were notified and their prizes were mailed to them.
- Staff continued offering a variety of virtual library programming for all ages. Virtual programs for children included weekly digital story times, *Sewing with Miss Sarah*, *Simple Science @ Home*, and the *Virtual Cookbook Club*. A virtual *Tales to Tails* program was held with children reading online to Harper the golden retriever and *The Storycrafters* held a virtual program about harvests, apples and pumpkins. 41 surveys were completed for the *Jabari Jumps* Storywalk in Mill Pond Park and the weekly *Grab & Go Kits* for children continued to be extremely popular with kids and parents with 140 fall-themed kits given out in October. The children's staff also prepared virtual "Spooky Reads" book talks for 3rd through 6th graders that were posted on the library's website. During the month, 18 programs were offered to 384 children.
- Teens and Adults were offered 12 virtual programs to 239 participants. Teen programs included *Sew Simple for Teens*, a Virtual Teen Advisory Meeting and *Fall Grab & Go* kits. Teen Librarian Jen Basset also prepared, "Spooky Read" book talks for 7th and 8th graders that were posted for the teen webpage. Highlights of adult programs included a live Zoom program on *How to Promote Your Business on Facebook*, a live virtual book discussion on the bestseller *Becoming* by Michelle Obama and learning how to use *RBDigital* and *AcornTV* from home.
- Total circulation was 14,018. Circulation of digital materials was 3,562 an increase of 23%. 1,445 curbside service transactions were processed. Staff answered 3,443 reference questions during the month. Usage of online databases remained high. Popular online databases included *Ancestry.com*, *Valueline*, *Creativebug* and *Universal Class*. Usage of the children's online databases *PebbleGo* and *PebbleGo Next* was up in almost every category as well as with *BookFlix* and *Tumblebooks* online reading services.
- In personnel news, staff continued to attend meetings and workshops online. Several staff members continued in the Municipal Administrative Training program being offered by the Town Manager Keith Chapman. Susan Schneider, Head of Collection Management, a longtime employee, finished her career at the library on October 2nd. Circulation Supervisor Dorothy Russell was promoted to fill this position. She will start her new job on November 9th. Business Manager Lynn Caley will be retiring on November 13th after 15 years at the library. Digital Services Librarian Jennifer Hebert was hired to fill Lynn's position. While Jennifer will not officially begin her new duties until November 16th, she began training with Lynn in mid-October. We are hoping to fill Jennifer's position in late November. Finally, what a great staff to work with on a daily basis. People have pulled together to make things work and to offer the best service possible. I could not be prouder of them.
- In facilities news, all the tempered glass and plexiglass was installed thanks to a team effort by the library director, her husband and daughter who did this work on the weekends when the building was closed. We are continuing to look at staff work space to determine if there are ways we can shift or move things to offer a more socially distanced space. Some areas are very challenging. Additional laminate and painting were done in the children's department to finish off the section that had been refurbished recently. This final touch makes this space look great. The cleaning service continues to be

problematic. Some days are fine, meanwhile other days many of the daily tasks are not getting done. Lynn Caley continues to contact the supervisor but there has been little overall improvement.