

TOWN MANAGER
Robin A. Grimm, Ph.D.

Please find in the following pages detailed status reports for our Town Departments. Overall, 2019 was a successful year in Stoughton as we continued to eliminate structural deficits from our budget while maintaining the quality of services that the people of Stoughton deserve. We have done some major restructuring in government operations in Town to increase efficiency while reducing payroll costs. Most specifically, we have created a division of Development Services which provides cohesive oversight that should assist those who are building in Town or relocating businesses here in their efforts.

Additionally, we removed the line item for an Assistant Town Manager from the Town Manager budget and used a small portion of that budgeted salary towards the restructuring. Further, the Executive Assistant in the Town Manager's office handles a number of Human Resource related functions including the processing of Workers' Compensation and unemployment claims as well as coordinating trainings through the Town's insurer to reduce our insurance costs.

As a result of this collaboration and my own experience in labor relations, we have continued to operate the Town of Stoughton without having replaced the Human Resource Director's position, and instead have utilized the Personnel Director and her assistant in more in depth capacities.

Finally, we are working towards negotiating Collective Bargaining Agreements that no longer presume a 2.5% raise for at least ten years. The goal is to set up a more traditional Step/Grade classification system that fairly ramps people up to the full salary for the position and provides modest cost of living increases based on economic swings in the Town, the Commonwealth, and the Country.

While I write this, however, we are in challenging times that were ushered in with 2020. I remain hopeful that the positive steps taken in 2019 will carry us through so that as we move through 2020 and into 2021 we can continue with the progress we are making.

BOARD OF ASSESSORS

Joseph A. Gibbons, MAA – Director of Assessing
Louis Jutras, Chairman
Stanley Zoll, Member
George Mesmar, Member
(resigned 8/31/19)

Kathryn Cayton, Program Administrator
Therese F. Romeus, Senior Clerk Pamela J.
Bettle, Senior Clerk

Early in the fall, we received approval of the Fiscal Year 2020 values (LA-15), New Growth (LA-4 & LA-13) and our tax rates were subsequently set in late fall. During calendar year 2019, the Board conducted regular monthly meetings and one joint meeting with the Board of Selectmen. Also, the staff continued the process of conversion to the MUNIS financial software package.

The Total Value of all taxable Real Estate in Stoughton was calculated to be \$4,142,455,000 and all Personal Property, \$153,962,680. The Grand Total Valuation of all taxable property equaled \$4,296,417,680. This was an increase of \$274,876,666 from the previous year as market values and conditions improved and included growth in construction of

new residential, commercial, industrial dwellings and personal property. The growth was \$928,333 in new tax dollars, bringing the current tax levy to roughly almost 68.7 million dollars, plus over 4.6 million dollars (school debt exclusion) for a total of over 73.3 million dollars. Property tax in Stoughton accounts for roughly 57% of the Town's operating budget. In the late fall, tax rates of \$14.89 for Residential Property and \$25.9 for Commercial, Industrial and Personal Property were approved by the Commonwealth of Massachusetts' Bureau of Accounts.

Data collection and analysis for the on-going cyclical reinspection program continued throughout the year. In order to ensure accuracy, fairness and equitable assessments, attempts to visit every parcel of real estate and business property were made. We would like to thank our senior data collector, Gordon Cumberland for his diligent work.

The staff assisted the Stoughton citizens with many items including motor vehicle tax exemptions and property tax exemptions. Data collection was also performed by staff members and the Director worked closely with the Town Manager, Assessing Board Members and as an active member of the Financial Management Team.

The Board of Assessors and the office staff attended educational courses, seminars and workshops throughout the year in an effort to keep abreast of the continuously changing state requirements and guidelines set forth by the Department of Revenue regarding valuation of taxable property. Each member of the Board has to successfully complete DOR Course 101 within two years of appointment.

We would like to take this opportunity to express our gratitude and appreciation to the Town Manager Robin Grimm, the Board of Selectmen, other Town Departments, Committees, Boards, Commissions and the General Public for their continued cooperation and support throughout this year. Special thanks and appreciation goes to all the staff in the office for their daily dedication to their work responsibilities and their exceptional professionalism in assisting the citizens and taxpayers of Stoughton.

BOARD OF HEALTH

Lawrence Perry, R.S., Town Sanitarian
Sean Leahy, Assistant Town Sanitarian
Denise Lochiatto, Administrative Assistant

Members of the Board of Health

Andrew Tibbs, Chairman
Steven Snyder, Vice Chairman
Richard Parolin
Ellen Epro
Michael Varner

In calendar year 2019 Michael Varner became a new member of the Board of Health (BOH) replacing Bonnie Russell who stepped down after several years of service. The Board & Staff thank Bonnie for her time & efforts in Stoughton & wish her all the best.

Mission Statement

The mission of the BOH is to protect & promote public health within the Town of Stoughton through planning/prevention, permitting, and enforcement of multiple codes (of State and Federal regulations) delegated to local boards of health through Massachusetts General Law. The Board also has the authority/responsibility to promulgate local regulations specific to the community to protect the well-being of the citizens through protection of their environment.

Duties/Codes Enforced

In Stoughton, the major State codes enforced by the BOH include: The Minimum Standards of Fitness for Human Habitation (State Sanitary Code, chapter II), the Standard Requirements for the Siting, Construction, Inspection, Upgrade & Expansion of Onsite Sewage Treatment & Disposal Systems (Title V of State Environmental Code), Minimum Sanitation Standards for Food Establishments (State Sanitary Code, chapter X), Minimum Standards for Swimming Pools (State Sanitary Code, chapter V), Minimum Standards for Recreational Camps for Children (State Sanitary Code, chapter IV), & Minimum Standards for Bathing Beaches (Sanitary Code, chapter VII). The BOH also has additional local regulations listed on the Town website including (but not limited to) Smoking, Body Art, Dumpsters, & Tobacco Sales.

Inspectional Services

- Inspection of licensed food establishments for food safety & sanitation is a primary concern of the BOH. The State enacted changes to the MA Food Code over the past year which then caused changes in the associated requirements of permitting & inspection of food establishments. There are one hundred & fifty-one (151) food &/or Retail Food establishments currently licensed. Eleven (11) establishments opted to operate under the State (MA DPH) “potluck” policy for applicable non-profit churches & private clubs for exemption from BOH permitting & inspections. The BOH has continued to contract with an outside company, ALSCO Food Check Group, to provide routine inspectional services for the permitted food establishments, including restaurants, retail food stores, mobile canteen trucks, bakeries, school cafeterias, club & healthcare kitchens. The Town Sanitarian & Assistant perform food establishment inspections as needed for new establishments, complaints, emergencies & food borne illness investigations when warranted under State parameters.
- Inspection of licensed Retail Tobacco Vendors for compliance is annually & upon complaint, however this year the BOH has joined the Brookline Tobacco coalition to share a regional grant for compliance & enforcement. There are currently thirty-five (35)

Retailers selling vape & tobacco products including four (4) age “21 & over only” Vape/Tobacco retailers (with a total cap at 30 establishments under local regs).

- Inspections of licensed indoor & outdoor public & semi-public swimming pools & spas (hot tubs) are done annually & upon complaint.
- Ames Pond Bathing Beach area is monitored for water quality on a weekly basis during the swimming season by the BOH, which includes certified lab analyses from samples taken by the BOH. This licensed bathing beach met water quality standards throughout the 2019 swimming season & BOH must report all associated data to the MA DPH.
- Recreational Day Camps are BOH permitted & inspected annually & upon complaint.
- Tanning Salons are permitted by the BOH & inspected annually (& upon complaint) for required equipment, signage, record keeping & facility sanitation.
- Licensed Hotels/Motels/Trailer Parks/Lodging Houses require annual inspections but also upon complaint &/or for emergencies.
- Inspections of dwelling units are made at the request of an owner or occupant for violations of the State Sanitary Code or sometimes prior to occupancy. Inspections are followed up with written orders (when applicable) issued to the owner(s)&/or occupants of the property, depending on responsibility. Re-inspection(s) to document corrective actions are required for follow-up.
- Dumpsters are inspected upon complaint for compliance with the BOH local regs.
- Inspections during construction of on-site Title 5 septic systems are required by the BOH as part of the permitting process for which. Inspectional staff members hold State certifications as MA Soil Evaluators & MA Title 5 Inspectors, & are also required to witness soil evaluations with deep test holes & percolation testing which is also part of the permitting process for the design of new septic systems, upgrades & repairs. Property transfer (Title 5 Inspection) reports are reviewed by the BOH along with follow-up &/or enforcement when necessary as delegated by the State MA DEP.

Plan Review & Approval

1. Design plans for proposed establishments licensed by the BOH are reviewed & must receive approval prior to any operations at that establishment.
2. The construction of new on-site septic systems & the repair of all existing systems must receive BOH approval through review of engineered design plans for the system before any permits are issued by the BOH for associated construction.
3. Proposed wells require plan review & approval prior to permitting by BOH & review of analytical & yield reports prior to use &/or occupancy of buildings serviced by which.

Licensing of Contractors

- The BOH annually licenses contractors who haul trash or septage (wastewater) in Town.
- The BOH annually licenses contractors who install on-site Title 5 septic components &/or perform related septic repairs in Stoughton. Each site also requires individual permits issued to the licensed contractor for each system being constructed or repaired.

Mosquito Control

Stoughton is one (1) of approximately twenty-five (25) cities & towns that participate in the *Norfolk County Mosquito Control District* (NCMCD). Although several nearby communities had positive reports of WNV or EEE in 2019, there were no reported cases of WNV or EEE in Stoughton this year.

Emergency Preparedness

The Board continues to increase the level of preparedness through participation in the ***Bristol County Emergency Preparedness Coalition***. The Board of Health is also part of Stoughton's local emergency planning committee. Administrative staff routinely conducts notification drills of all necessary personnel identified in State plans as essential personnel responsible for assisting at a designated emergency dispensing site &/or for other public health related emergencies.

Household Hazardous Materials Collection Day

In 2019, the BOH sponsored a Spring collection day. The BOH would like to thank James Conlon, Environmental Affairs Officer, for his efforts in coordinating this successful program.

Retail Food Establishments

The BOH adopted new Food policies for non-permitted retail food establishments after holding a public hearing on May 16, 2019. Due to changes in the State Food Code, the Board voted to continue permitting & inspecting Non-TCS (Time/Temperature Control for food Safety) establishments that only sell those types of food.

MA Tobacco Control Program's Seven Communities Collaborative (Brookline Collaborative)

In 2019 Stoughton joined this tobacco collaborative which will increase tobacco compliance checks for tobacco retail establishments in Town under this grant program.

Amendments to the Tobacco Regulations Restricting the Sale of Tobacco Products & Smoke Accessories

On August 1, 2019 the Board held a public hearing on the changes to the Tobacco Regulations including the sale of flavored cigarettes, (such as menthol), cigars & other tobacco products are only to be sold in the "adult only" (21+) tobacco establishments; smoke accessories, such as pipes, rolling papers, etc. may only be purchased in "Adult Only" tobacco establishments. On September 12, 2019, the Board voted & approved amendments to these regulations, effective on January 1, 2020. Some of these have since been further restricted under new State regulations.

On November 27, 2019 Governor Baker enacted a ban on all vaping products that enlisted local Boards of Health to enforce compliance. Following the lift of the temporary vape ban, Governor Baker signed the *Act Modernizing Tobacco Control* on December 11, 2019 which clarified new vape & flavored tobacco regulations for the Local Boards of Health to continue to enforce.

Permits and Licenses

Food & Retail Food Establishments	151
New or Relocated Food Establishments	8
Mobile Food trucks/Catering	7
"Potluck" Establishments	11
Temporary Food events	8
Retail Tobacco Vendors (includes four 21+only)	35
Tanning Establishments	4
Semi-Public Pools/Whirlpools	24
Bathing Beach	1
Recreational Day Camps	5
Hotels/Motels/Trailer Parks	4
Lodging Houses/JRC	12
Septic Installers	37
Septage Haulers	27

Refuse Haulers	13
Dumpsters	264
Well Construction	5
On-site Septic System Construction &/or repairs	58
MRVP Certifications	24
Trench Permits	62

Plan Review & Title 5 Review

Food Establishments	3
On-site Septic Design (includes revised plans)	62
Building Construction	13

Title 5 Inspection Reports 88

Witnessing Percolation Tests

Percolation Tests	45
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Complaint Investigations

Housing Code	31
Public Health Nuisance	42
Food and Retail Food Establishment	26
Tobacco Violations	1

Administrative Meetings

Variance Requests	33
Hearing Requests	5

The 5 member Board of Health (& 3 member staff) typically meet monthly at the Town Hall. These public meetings usually begin at 6:30PM & are posted 48 hours before which.

Capen Reynolds - Farm Development and Use Committee

Richard Terry, Chair

Rachel Morton, Vice Chair

John Cody

Howard Hansen

1. The funding from CPC to date has been used for the surveying of the Capen Farm and engineering the areas designated for the off- street parking, community garden and dog park and trails. The survey included not only the metes and bounds but also showed elevations, wetlands, vernal pools, stone walls, rights of way and other physical features on the property. This is a very complete survey.

The design for trails and wooden walk ways over wet lands were based on a preliminary walk through of the land with the architectural firm of B Goba Associates and town officials. Once the survey was completed by outside civil engineer, it was found that the wet lands were much more extensive than previously determined. The cost of wooden walk ways to accommodate the wetlands exceeded the original estimates. The committee decided to postpone this portion and concentrate on the off-street parking, community garden and dog park.

Off-street parking will be in front of the barn to accommodate 10 vehicles.

In addition, off -street parking for handed-capped parking will be placed at the entrance to the community garden off Pine St. This area will also be used for trash pick-up and access to the garden area for materials, etc.

The dog park was planned to be located in the area under the power lines for two reasons:

- a. The open space required very little development
- b. The land was not suitable for gardening due to the rocky outcroppings

The power company did not want to have a fenced area under the power lines and to negotiate with the power company was viewed as an expense that the budget could not sustain and the delays would be considerable.

The decision to re-locate the dog park is to place it to the rear of the barn with a short walking distance from the off-street parking in front of the barn. This area also has natural shade provided by a stand of white pine, black cherry, red oak and shag bark hickory and it is surrounded by a stone wall on three sides. The fencing will be inside the stone walls. Fencing will include dual entrances and a separate area for smaller dogs.

The community garden will be located behind the farm house with both raised garden beds and traditional garden beds. The plans also call for a gazebo which will provide shade, a resting area and a focal point of the garden.

During this time the outside engineering company lost its civil engineers due to a dispute within the company. This caused a delay of about 5 months on the Capen Farm project. Fortunately the civil engineers regrouped and formed a new engineering company and were recognized by the town, without loss of familiarity with the project. They have continued on with the engineering and we expect to advertise the plans for bidding in the spring.

2. The stabilization funding from Stoughton Conservation is approximately \$38,000. The initial use of these funds provided for the in-house architect to propose a design and budget for the 35 plus windows to be replaced.

The design presented was not accepted as it was architecturally incompatible with the house and the budget for these replacement windows would have used the entire amount allotted. The existing windows will be retained and new wooden storm windows will be installed for all the windows in the house. Some windows have existing wooden storms which are more than 50 years; these will be replaced. The design of the new storm windows complements the house and will last longer than plastic double pane storm windows with comparable R Value. Additionally the storm windows will not require any carpentry except for hinges. One new storm window has been installed on the first floor kitchen near the garage as an example of the window we will use. The town carpenter installed this window. We anticipate purchasing storm windows for the rest of the house for spring installation. We expect that the cost of the storm windows and the labor to install them will be approximately \$12,000.

The town carpenter has also replaced the cellar bulkhead by building it to complement the existing the architecture. Additionally, clapboards have been replaced on the front of the building. It is our hope to utilize the town carpenter as much as possible on these exterior repairs.

CEDAR HILL GOLF COURSE

Victor Barruzza – General Manager/Golf Course Superintendent

Walter Parshley, Chairman of Cedar Hill Committee

Introduction:

My name is Victor Barruzza. My goals for Cedar Hill remain simple, to create a friendly, inviting, yet challenging atmosphere while building better community relationships and increasing traffic.

Cedar Hill Golf Course is an executive par 33, nine hole golf facility. Most of the holes are tree lined and the green complexes are small and undulated. Cedar Hill offers challenges to all golfers regardless of their skill level. The small greens and narrow fairways require accuracy on every shot. There are also 8 greenside bunkers guarding the front half of their respective green.

2019 Work Performed:

The golf course requires seven days a week attention and maintenance ranging from mowing the grass, trash removal, office, pro-shop, tournaments, outings, leagues, chemical applications, equipment repair and service, golf course set-up, tree maintenance and landscape work.

I have started expanding and restructuring our irrigation system. The main purpose is to cover more area of the course using less water and improve the overall aesthetics.

We had a very wet spring and fall again this year which creates many obstacles for maintenance and play. Despite the weather, our numbers continue to rise. We are currently 27% over last years numbers due to new marketing plans and an increased curiosity about all the changes we are making. I expect this pattern to continue as there are many changes still to come.

I am continuing to improve airflow by removing excessive amounts of underbrush, and dead or diseased trees. This extra work will help minimize disease activity in the trees as well as the turf. This is also making the course more visually appealing.

With the 2019 addition of a tractor, we have been able to begin the long process of removing rocks from the fairways and rough areas. These rocks have damaged equipment and does not make for a pleasant golf experience. These rocks vary in size ranging from a softball to boulders as large as a riding lawn mower. We take this opportunity to fill with fresh loom and seed to help improve the aesthetics of Cedar Hill

We continue to have successful participation in our weekly leagues. Typically, the leagues start around 2pm, and are vital to the success of the golf course

Golf Leagues

Wednesday Women's League golfers	60
Thursday Men's League golfers	65
Friday Mixed League	32 golfers

Golf Tournaments:

Sons Of Italy/Lions Club golfers One for the Vets 62 golfers	50
Fore Heros 9/11 Memorial golfers	54
Club Championship golfers	40

Cedar Hill hosted a number of private outings this year and we thank those organizations and individuals for their support. We look forward to working with them again in the future.

Community Events:

Women's Golf Day

Free junior and veteran golf clinics with Bob Beech on Fridays
10AM to 12PM.

2 - One Week junior golf clinics for Stoughton

Haunted Hayride hosted by the park & rec dept.

Cedar Hill's numbers in 2019 have shown a constant rise through the season. These numbers will continue to increase as the golf course improves and we look forward to the construction of the Par 5 on the 6th hole. As of this report, our architect has finished the plans and the procurement team is about to go out for bid for a construction team.

Promoting the Cedar Hill Brand for 2020:

- Increase the number of rounds by improving our community awareness and golf course conditions.
- Advertising of events, tournaments, and programs
- Increased focus on outings
- Increased merchandise sales in the shop
- Introduction of night golf on a trial monthly basis

Golf Course Maintenance Goals for 2020:

- Expanding the organic program
- Create a preventative maintenance schedule for the equipment.
- Work on repairing thin and damaged areas on fairways by leveling and seeding.
- Add irrigation to the focal areas of the clubhouse

- Remove trees and underbrush to allow for greater air flow and sunlight and minimize chemical intervention.
- Repair and level irrigation heads and valve boxes

Cedar Hill had a great 2019. There were a lot of improvements made and progress on long term goals. I am looking to double the number of tournaments we host and hopefully increase the number of outings. Financially we 27% above last fiscal year and with an early spring, I hope to take that even higher.

CONSERVATION COMMISSION

James B. Conlon, Environmental Affairs Officer
Maura Boudrot, Secretary/Meeting Minutes.

Members of the Conservation Commission

David Asack, Esq., Chairman
Gerald McDonald, Vice Chairman
J. Lionel Lucien
John Morton
William Francis
Steven Wilkinson
Lauren Duff
Candace Fisher

James B. Conlon is the Environmental Affairs Officer and works in the Engineering Department. He serves as the Agent and office administrator to the Conservation Commission. Kristen O'Brien is the main secretary for the Engineering Department and oversees all administrative functions within the Engineering Department including assistance on Conservation Commission matters. Maura Boudrot provides additional administrative assistance and serves as the minute's secretary at all Conservation Commission meetings. All mentioned provide valuable assistance to the Commission in the administration of their duties. The Office of the Stoughton Conservation Commission is located in the Engineering Department, 2nd floor Town hall. This is the professional administrative annex of the Conservation Commission.

The Stoughton Conservation Commission held 15 meetings; published 23, legal notices, held 33 public hearings including continued discussions; deliberated 20 Notices of Intent; 15 Orders of Conditions (comprehensive construction project permits); 9 Wetland Request Determinations, 3 wetland line delineation orders; 2 extensions (of construction project permits), 2 amendments of construction permits; 15 Certificates of Compliance for completed projects; 11 Enforcement Orders issued for violations of the Wetlands Protection Act and the Wetlands By-laws; and 7 Fine Hearings for outstanding violations. 80 "minor" building permits were reviewed for approval; 21 building permits for new construction were reviewed for approved; three vernal pool surveys were performed

resulting in at least two State official certification designations with the Massachusetts Division of Fish and Wildlife, Natural Heritage and Endangered Species Program.

James Conlon, attended the Spring Conference Massachusetts Association of Conservation Commission on Saturday, March 2, 2019 at Holy Cross College; the Winter Massachusetts Health Officers Association DEP Winter Seminar March 20, in Hyannis; and participated in the Wetland Science Mapping Independent Study & Seminars through the UNH commencing April 29, 2019 and October 11, 2019.

The Conservation Commission is responsible for the administration and enforcement of Massachusetts General Laws Chapter 131, Section 40, the Massachusetts Inland Wetlands Protection Act, and the local Wetlands Protection By-law; c. 191 of the Stoughton Code. The Conservation Commission works closely with the Southeastern Regional Office of the Massachusetts Department of Environmental Protection in Lakeville. The Commission regulates construction in the vicinity of wetland resource areas to protect wetlands, prevent water pollution and protect land subject to flooding from filling, which includes bordering land and isolated land subject to flooding and vernal resource areas which are nesting areas for important amphibians and other wildlife. These protected habitats also sustain high biodiversity and are ecologically valuable. Wetlands resource areas store surface water across the landscape beyond vernal periods throughout the year. This helps alleviate damages due to flooding in certain rain events. They harbor water during the off season and replenish our groundwater resources which are our drinking water resources in the Town. They improve groundwater quality of our surface water by treating the water in these impoundments.

Stormwater Management oversight concerning outfall to wetland resource areas and groundwater resources is another protected interest under the Commission's supervision.

Inspections, enforcement, document preparation, and public interface are performed by the Commission's Agent, James Conlon, Environmental Affairs Officer. Part time secretary Mrs. Boudrot takes meeting minutes and offers administrative support. Mr. Conlon is a Professional Wetlands Scientist registered in the National Society of Wetlands Scientists.

Ms. Denise Lochiatto stepped in to serve as an interim minute's secretary from November through 2019 and beyond. We thank Ms. Lochiatto for her outstanding professional consideration and support.

Ms. Lauren Duff submitted her resignation from the Board. Ms. Duff served in a membership role since 2017. Ms. Duff served as a member of the Open Space Committee several years prior to joining the Conservation Commission. We thank Lauren for her outstanding work on the Commission and the Open Space Committee.

Mr. Steve Wilkinson submitted his resignation. He had been a member of the Conservation Commission since 2013. Mr. Wilkinson was a notable Conservationist who served faithfully in the community. He authored a popular newspaper column in the Stoughton

Journal: "Conservation Matters" during his tenure. This helped to generate public knowledge and the work of the Conservation Commission in the community. We thank Steve for his extraordinary work on the Commission.

Candace Fisher joined the Commission in 2019. Ms. Fisher is an astute board member with a vast knowledge of the Community. She has served on the Zoning Board and is a proven asset to the Commission.

T.J. O'Conner volunteered his resources to restore the wood carved signs on the 100 Acre Bear Swamp Conservation Lands on Technology Center Boulevard in North Stoughton. This included landscaping work and wooden guard rail repair along the roadway. Mr. O'Conner is a local business owner, excavation contractor and builder. He is an active sportsman and a conservation minded contributor. The Commission applauds the outstanding work and generous support of Mr. O'Conner.

The Department of Public Works assisted the Commission and the Agent in their duties. They provided a boat and manpower during a follow up inspections of Ames Pond, Harris Pond and Albert's Pond post treatment concerning lake management practices. They also provide support to allow access to the ponds by scientists and lake managers concerning the continued implementation of the Town's Lake Management program. The DPW also assisted the Commission in removal of hazardous trees on the trails in our Conservation lands.

The objective of the Town Wide Lake Management Program is to successfully control the excessive over growth of exotic and invasive aquatic weeds in our lakes and ponds. The problem is the result of non-point source pollution over the years to our lakes and ponds. This is due to nutrient pollution from the over use of petro-chemical fertilizers, indiscriminate management of pet waste, and failed septic systems. The success of the program has been recognized and appreciated by the community. We thank the Community for the continued support in this effort. The Town of Stoughton is a regional pioneer in the development of such a program.

The Commission performed duties with a busy year concerning enforcement matters. These concerned a major release of polluted stormwater from a major construction site into a certified vernal resource area habitat. Other violations included; filling of wetlands in the special flood hazard districts, (flood plain); and deforestation of wildlife habitat within 25 feet of protected wetlands; commercial site development without benefit of permits in a regulated area and other violations. Penalties were assessed in the most serious circumstances involving these infractions.

Kathy Sylvester and Ardis Johnston were the first to initiate planning and development of the celebration of 50th Anniversary of Earth Day in 2019. These lifelong dedicated Conservationists were involved in the Stoughton's first Earth day celebration in 1970. We look forward to a series of spectacular multi-media Earth Day Celebration events in 2020.

Special Thanks to all of the Boards and Departments that support the Conservation Commission especially the Town Engineer, Marc Tisdelle, the Assistant Town Engineer Craig Horsfall and the Program Administrator of the Engineering Department, Kristen O'Brien.

Most important, we are fortunate to have such an honorable and knowledgeable Conservation Commissioners in the Town of Stoughton under the leadership, integrity and Chairmanship of David M. Asack, Esq.

COUNCIL ON AGING

Janiece Bruce, Acting Director

The Stoughton Council on Aging is active with a wide variety programs to enhance the lives of Seniors aged sixty and older, as well as citizens with disabilities living in the Town of Stoughton. The primary goals and responsibilities that support the COA's mission are:

1. To identify the needs of the community's senior population and the resources available to meet those needs.
2. To design, promote, and implement needed services and programs to coordinate with existing services.
3. To educate the community as to the needs of its senior citizens.

According to the most recent demographic data from the Census Bureau released in December of 2019, Stoughton has the largest proportion of people 60-69 years old at 13.9% of the total and ranks #1 of area towns. Second, it has the largest proportion of people 70 years of age or older at 12.8% of the total and is also ranked #1. By these statistics, it is obvious that our senior population is significant and the need for supportive services is very important.

Some of the programs we have to meet the needs of Seniors are as follows:

Transportation: The COA transportation program offers rides to Seniors and people with disabilities to medical appointments, day programs, food pantry, shopping, errands, and lunches at the Senior Center. The medical rides take priority in the schedule. The COA vans run on weekdays from 7:00 am to 3:00 pm (2:00pm on Fridays) The fee is \$2.50 one way. For those with financial circumstances, fees can be waived. The COA works in conjunction with BAT for the leasing of the buses with no cost to the town.

Meals on Wheels: In partnership with Old Colony Elder Services, the COA provides Seniors with nutritious hot meals. In 2019 the Stoughton Council on aging provided 20,621 meals. This includes home delivered meals to homebound and frail residents, as well as the hot lunches provided in the Senior Center dining room. Having lunch onsite at the COA, not only provides a delicious meal but gives people an opportunity to socialize. Old Colony Elder Services provides the meal from the COA site. They also provide a part-time employee to oversee the food preparation. Volunteers from the COA deliver the meals to individual homes in the community.

Outreach: The Stoughton Council on Aging is a valuable resource for Seniors that need assistance with a wide range of issues. We have several outreach workers that are knowledgeable in the areas that concern most Seniors. This includes but is not limited to: health insurance information, fuel assistance, tax relief programs, welfare assistance, supportive services and available resources, and health information. The COA works with other town departments such as the Fire and Police, Veteran's office, Public Health and VNA, Public Library, the Treasurer and Collectors office as well as many other organizations.

In addition to the Outreach Workers, the **SHINE** program helps seniors navigate their way through open enrollment in Medicare, as well as assisting people as they are getting ready to retire. The SHINE counselor is a volunteer position and provides a valuable service to the senior population.

Programming: The COA has a variety of social events for people to participate in. Whether it be to share time with others pursuing hobbies, watching movies, playing cards or bingo, or joining in a breakfast club or fitness class, the COA is a great place to be. The COA newsletter as well as the website provides information about the different upcoming events. Partnering with different organizations such as the Norfolk DA's office, Sheriff's office, as well as other town departments helps with events such as lectures, cookouts, and other programs. Some programs may be free, but most are \$2.00 to \$10.00 depending on cost to hold the event.

Health Clinics: The COA is fortunate to have the Stoughton Public Health and Visiting Nurses as a great partner and support. Weekly blood pressure clinics are held at the COA as well as seasonal flu clinics.

Exercise: We have over 40 exercises classes each month as well as a walking club that meets three times a week. In partnership with the YMCA, Seniors can use their facilities on Wednesdays if they have an active exercise pass with the COA.

Volunteerism: The COA is a great place for people to participate in volunteer activities. It helps people stay engaged and also fills in the gaps where we could use additional help. In 2019, we had over 80 volunteers to complete over 6,500 hours of service.

Senior Tax Relief Program: This is an excellent program to give income eligible seniors a way to work off \$750.00 in their property taxes. The COA determines eligibility and then places a senior with a job in a town department that has requested help. The COA tracks the hours worked and is turned in to the Treasurer and Assessor's office for tax relief.

Grants: The Executive Office of Elder Affairs (EOEA) provides a yearly grant to all towns in Massachusetts. This grant is based on the population of people 60 years and older using 2010 census data. Stoughton's senior population according to these statistics is 6,166. The amount per senior varies depending on the state budget. The rate for FY19 and 20 is \$12 per elder. This grant helps with programming, activities and transportation.

Another grant Stoughton received is “The Healthy for Life Grant” This grant was obtained by the Old Colony YMCA from the “Tufts Health Plan Foundation” and Stoughton COA is named as one of the funding partners. It is for \$5,000 over 3 years to encourage seniors to increase their health knowledge and participation in health programs.

If you haven’t been to the Senior Center at 110 Rockland Street, please stop by to get acquainted with all that the COA has to offer. We would love to meet you!

YOUTH COMMISSION

Janiece Bruce, Acting Director

Mission: The mission of the Stoughton Youth Commission is to provide easily accessible, high quality mental health services and community outreach to youth and their families who live in Stoughton, without regard to income, insurance status, culture, or social circumstances. Our purpose is to strengthen youth and families. And establish partnerships within the community that foster respect for all.

Counseling: The Stoughton Youth Commission has provided individual/family therapy to approximately 80 clients this past year. Parents or Guardians that are interested in services can call the SYC to place a referral. Often, these services are recommended to a parent by a school counselor or someone familiar with the program. All counseling services are confidential. Our clinical services are also a resource to schools, police, community members and other town officials.

Programs: Ongoing programs include babysitter training, Stoughton Leadership Institute (lead by our Americorps Fellow) which provides mentoring to students at the high school and middle school, a “Strengthening Families” program, as well as parent support groups to name a few. Our counselors also facilitate a bereavement group at the COA. As part of the community, the SYC has a leadership role in Stoughton’s Diversity Committee. In addition to the Youth Commission’s regular staff, we offer a competitive Masters-level internship which sought after by local colleges and universities.

Other Programs include the **Stoughton Community Garden Project**. This started in 2011 as a health initiative and was originally funded by grant funds. This is an intergenerational program which incorporates seniors, youth, and families from Stoughton. This project continues to receive support and donations and has been self-sustaining.

Also, the SYC hosts the annual **Pride of Stoughton Day** when youth and adults join together to clean several public land sites around town. Depending on the number of youth and volunteers, the sites include our parks, along train tracks, and community gardens at the COA/SYC building. A special thanks to the Recreation Department and Public Works Department for their continued support of this project.

O.A.S.I.S (Organizing Against Substances in Stoughton):

Stoughton is fortunate to have the OASIS Coalition whose mission it is to work collaboratively to reduce youth substance use by: reinforcing healthy community norms, decreasing youth access to alcohol, tobacco, and other drugs, and create sustainable policy changes that will support healthy youth choices. It has been 15 years since OASIS first started in Stoughton. It has grown from a small group of committed individuals to a coalition of over 80 people committed to the same goals. This includes people from local and regional organizations, town departments, parents, and other concerned individuals. In addition to OASIS, we manage a regional Substance Abuse Prevention Collaborative (SAPC) grant to address underage drinking that includes the neighboring towns of Canton, Holbrook, and Walpole.

Some of the highlighted accomplishments to name a few for 2019 were:

- Implemented a 2nd grade Medication Safety workshop for all 5 elementary schools
- Worked with the Board of Health to update and pass new tobacco regulations and also to pass a CBD advisory
- Offered several Vaping Prevention Programs for SHS students and parents
- Educated parents using Hidden in Plain Sight display at different events including the parent-teacher conferences at both High school and Middle School, at the Town-Wide Flu Clinic, and at the New England Community Center's night with the Brazilian Consulate
- Facilitated bi-monthly Stoughton Conversations leadership development series
- Developed communication plan, messages, and marketing materials for 2020 Positive Community Norms Campaign
- Presented Stoughton Coalition model at the Montana Summer Institute to over 300 prevention practitioners from across the country
- Produced and hosted a monthly "U-Knighted for a Healthy Stoughton" cable show with SMAC

Many of the prevention initiatives that OASIS works on are funded through the \$30,000 Earmark dollars granted through the State Legislature. We are grateful to Senator Walter Timilty for his advocacy, as well as Representatives Lou Kafka and Bill Galvin for their support.

DEVELOPMENT SERVICES

Development Services was established to integrate all of the town's Land Use divisions into a single function, as a means for fostering responsible development and economic growth while preserving Stoughton's unique community character. There are several departments/ divisions that fall under Development Services:

- Engineering Department
 - Sewer Division
 - GIS Division
 - Environmental Affairs
 - Board of Health
- Planning Department
- Economic Development Department
- Building & Zoning Department & Code Enforcement

The integration of these departments/ divisions promotes enhanced operational efficiency and communication with all Town Departments, residents, the general public, and the development community. The Executive Director of Development Services, Marc J. Tisdelle, serves as an advocate for the interests of residential and commercial property owners and strives to project a positive and business-friendly attitude to existing and prospective businesses contemplating a Stoughton expansion, location or relocation.

In addition to overseeing the operation of various departments/areas, Development Services has a strong working relationship with all Town Departments and many of the Town Committees and Boards such as, but not limited to, the Board of Selectmen, Planning Board, Conservation Commission, Zoning Board of Appeals, Board of Health and the Downtown Redevelopment Task Force.

Mission Statement

The Mission of Development Services is to build and maintain a strong and effective group of departments that remain focused on providing superior customer service to the Town of Stoughton, its residents, the general public, the development community, and all Town departments while maintaining a positive relationship in all our interactions as well as a professional work environment. Our group will partner with the development community to encourage and ensure a development process that is proficient, reasonable and predictable while promoting the economic growth, safety, usability and sustainability of our Town.

ENGINEERING DEPARTMENT

Marc J. Tisdelle, P.E. – Executive Director of Development Services/Town Engineer

Craig A. Horsfall, P.E. – Assistant Town Engineer

James Conlon, R.S., C.H.O. – Environmental Affairs Officer

Michael Nolan, E.I.T. – Associate Engineer

Laurence W. Langlois – GIS Coordinator

Kristen O'Brien – Program Administrator I

Maura Boudrot – Part-time Secretary

The Engineering Department aims to provide the Town of Stoughton with the highest level of professional engineering services. It is involved with nearly every engineering and planning related task in town. In order to accomplish our duties, the Engineering Department uses state of the art technologies, to adjust to the ever changing needs and priorities of the Town of Stoughton. The Engineering Department is comprised of several divisions which include Engineering, Sewer, Geographic Information Systems (GIS), Environmental Affairs and Board of Health.

Engineering Department

The following are examples of some of the duties that the Engineering Department is responsible for:

- Coordination of the State Stormwater Program for compliance with stormwater discharges from the MS4 stormwater infrastructure
- Technical Review and Support for the Planning Board, Conservation Commission, Zoning Board of Appeals, Board of Selectmen and other Town departments with site development plans (Site Plan Review, Subdivision, Stormwater, Form A, 40B Site Development, Scenic Roads, Paper Streets, etc.)
- Management, planning and coordination of all Traffic Improvements in Town.
- Sewer Permitting and Inspection
- Work closely with the Public Works Department to provide engineering assistance with property line advisements, infrastructure design & construction, plan review, construction layout, utility mark-outs and research
- Engineering Design and Survey for town projects
- Preparation and Review of Engineering Reports
- Perform Topographical and Location Surveys
- Computer Aided Drafting (CAD) Operations
- Hydraulic, Hydrological, and Floodplain Analysis & Assistance
- Construction Inspection and Cost Estimating
- Technical Review and Site Inspection of all New Residential construction projects (21 total projects this year)
- Technical Review of all Minor Building Permit Applications (127 total projects this year)
- Technical Review of all Commercial Site Development Projects (8 total projects this year)
- Technical Review of Subdivision Plans (1 total project this year)

- Technical Review of Approval Not Required (ANR) subdivision of land (4 total projects this year)
- Technical Review and Inspection of all Sewer Connection Permit Applications (54 Total Applications this year (New and Repairs))
- Review of Deed and Easement Descriptions
- Property line closure calculations
- Record Maintenance of Engineering Plans and Documents
- Review of street acceptances
- Preparation of grants & bidding packages for town engineering related projects
- Project representation for town building and construction projects
- Geographic Information System (GIS) Operations
- Counter assistance for engineering related matters

As previously mentioned, we provide technical review, design, support and inspectional services for many projects throughout the town. The following are examples of some of the projects that the Engineering Department worked on this year:

- “Goddard Highlands-Phase 2 & 3A” – Residential 40B Subdivision
- “Pine Hill Estates” - Residential Subdivision (off Irma Road)
- “TAJ Estates” – Residential 40B Development
- Commercial Site Development – #1522-#1540 Turnpike Street (Stoughton Commerce Center)
- Commercial Site Development - #901 Technology Center Drive (BJ’s Gas)
- Commercial Site Development - #351 Washington Street (Wendy’s Restaurant)
- Commercial Site Development - #409 Canton Street (Hersee Properties, Inc.)
- Commercial Site Development - #100 Page Street (Landfill Solar Array)
- Commercial Site Development – Turnpike Street (Hexagon Solar Array)
- Commercial Site Development – Washington Street (Commercial Condominium)
- Commercial Site Development - #357 Page Street (Commercial Building Addition)
- Public Safety Building Site Selection (Potential Site Layouts)
- High School Construction Project
- Various Transportation and Traffic projects
- Municipal Vulnerability Planning (MVP) Grant Application and coordination
- Park Street Sewer Project – Design Phase
- Glen Echo Site Development Plans and Permitting
- Design Plans and Specifications for Stormwater Improvement Project at the Dawe Elementary School (319 Stormwater Grant)

Sewer Division

Our Sewer Division constantly receives queries regarding the location and accessibility of the town sewerage system. This is a serious concern to many residents. We strive to raise the awareness of the Town to the negative impacts that the absence of sewerage has on the town and we hope to be the catalyst for a new program that will bring sewer to the remaining un-sewered areas in town. We work closely with the Public Works Department on all sewer issues as they are responsible in maintaining the entire sewer network.

While the Sewer Division has many duties, the following are examples of the major tasks that were undertaken this year:

- Sewer utility research and field mark-outs for all excavation in Town roadways. We performed 82 sewer mark outs this past year.
- Technical Review and Permit Issuance for all Sewer Connections and Extensions. We have issued and provided the associated inspections for seventy (54) sewer connections in the last year.
- Field Inspection of every sewer main, sewer service connection, and sewer extension for conformance with Town standards.

GIS Division

The Geographical Information System (GIS) Division is a critical part of the Engineering Department. The GIS Division is responsible for the development and maintenance of the Town's digital spatial database and for providing state-of-the-art mapping and data services to various town departments, citizens, and businesses.

A major goal of the GIS Division is to continually develop and maintain GIS to improve town efficiency and customer service. The GIS Division seeks to ensure that Stoughton's public decision-makers, commissioners, and others have access to geographic information that is complete, timely, accurate, and reliable. The Engineering Department promotes the use of the GIS and related technologies to more effectively and efficiently address problems, develop plans, and manage the natural, cultural, economic, and physical resources of the town. The following are examples of some of the projects that the GIS Division worked on this year:

- GIS Maintenance and Projects
 - 2020 Parcel Splits and Merges Updates.
 - New Address Matching system to Master Address point
 - Septic Pumper Action Database
 - Town border issues submission to MassGIS - Island St, Bailey Street
 - Census LUCA Feedback and new building construction program
 - Building Department Permit Maintenance
- PeopleGIS Progress
 - Sewer Ties Upload – Address match pdfs to parcel. Upload 5000 tie cards,
 - Title V - upload all documents Since 2017.
 - Convert System to be able to draw outline and add easily add online pdf plans to: Street, Commercial, Residential, Title V and Sewer Plans.
- Mapping Projects Highlights
 - Park St Sewer Expansion, Downtown Parking Management Plan, Active shooter training, Train Depot Town Owned Parking, Island St Safety and Fire Rookies Training Street Map
- CEMP -Comprehensive emergency plan,
 - Prepare for Table Top – Create map 441r Canton St
 - Create Geodata and online Mapping for: Target Hazards Sites, critical Facilities, Child Care, Underground Storage Tanks and MassDot AUL

- Department Projects
 - Libraries - Little Free Libraries Project - map and online site
 - Golf Course- Expand hole 6 cedar Golf Course Map and Presentation, Map of Possible Mini Golf Area with Contours
 - DPW - Snow Plow Sidewalk Routes - Map Books and Online Sites, Street light Replacement PeopleGIS project, Hydrant Flushing map Series Book
- Storm Water Ms4 Coordination
 - Update Stormwater, continually update all assets and resolve to outfall
 - Work with MAPC Catchment Data, put online.
 - Attend Neponset quarterly meetings
 - MS4 Quarterly Outreach Stormwater Flyer – post on Website and Facebook
 - Meet with Environmental Partners. Ms4
 - Stormwater- Make Map book of all locations that catch basins have to be resolved to outfalls.
 - MWRA Report
- Training
 - Complete Online Certificate Courses: Cartography and ‘Going Places with Spatial Analysis’
- Attend Seminars
 - MEMA-Emergency Management GIS Workshop, ESRI New Product
 - North East States GIS Conference (NEARC)
 - Attend Multiple: Eastern Mass Municipal GIS Users groups
 - MassGIS 2016 Land Cover - Mapping Stormwater Assets, EPA Soak up Sun Stormwater Mapping and Land Use Data

Environmental Affairs

James Conlon, R.S., C.H.O. – Environmental Affairs Officer
Maura Boudrot – Part-time Secretary

Environmental Affairs is a Division of the Engineering Department. The Environmental Affairs Officer serves largely as an agent to the Conservation Commission. The Environmental Affairs Officer enforces and administers the State Wetlands Protection Act, the Local Wetland Protection By-laws, Groundwater Protection By-laws, Hazardous Material By-law and many other local and state regulations.

Environmental Affairs advises the Town Engineer of regulatory, environmental, and wetland protection matters. Additionally, the Environmental Affairs Officer provides plan review, application review and site inspection services for a vast amount of projects submitted to the Massachusetts DEP, Conservation Commission and local authority.

A more detailed report describing many more of the tasks of Environmental Affairs is filed separately under the Conservation Commission.

BOARD OF HEALTH

Lawrence Perry, R.S. – Town Sanitarian
Sean Leahy – Assistant Town Sanitarian
Denise Lochiatto - Program Administrator I

The Board of Health staff is a Division of the Engineering Department. The Engineering Department and the Board of Health share many similarities in responsibilities and services provided to the Residents of Stoughton, particularly relative to implementation and enforcement of the State Sanitary Code (Title V). The two departments refer to many of the same forms and records, making the merger of the two departments mutually beneficial.

The Board of Health is involved with activities and programs which are based on sound epidemiological research and health statistics. The Board has the authority and responsibility to promulgate local regulations which are intended to protect the health, safety and well-being of the citizens. The duties of the Board of Health include enforcement of public health and environmental protection regulations as well as education of the public in the areas of disease prevention, health promotion and health services.

A more detailed report describing many more of the tasks of the Board of Health is filed separately under the Board of Health.

PLANNING DEPARTMENT

John Charbonneau – Town Planner

The Town Planner works within the Development Services Department and under the supervision of the Town Engineer. The Town Planner acts as technical staff to the Planning Board and is a member of the Downtown Redevelopment Task Force and the Joint Transportation Committee (JTC) of the Old Colony Planning Council (OCPC). The Town Planner works closely with the Engineering Department and the Building Department to ensure that projects conform to the Town Bylaws. The Town Planner also answers questions regarding potential projects as they apply to local regulations to help applicants determine whether or not to move forward with a project or amend the scope of a project.

The Town Planner conducts the daily operation of the Planning Board in reviewing project applications, distribution of application submittals to various Town departments and boards and preparation and publishing of legal advertisements for public hearings. The Town Planner also writes decisions on behalf of the Planning Board and prepares and posts all meeting agendas. The Town Planner coordinates pre-application meetings between applicants and department heads to provide guidance to applicants so that applications can be as complete as possible upon submission and also acts as the liaison between the Planning Board and Town Counsel when there is a matter before the Board that requires legal guidance.

Another role of the Town Planner is to research and prepare amendments to the Zoning Bylaws and the Land Subdivision Regulations. These are fluid documents that require updating to remain current and relevant. The Town Planner also conducts and/or assists in conducting public outreach for Zoning Bylaw amendments. Lastly, the Town Planner works with the Economic Development Director to promote economic growth in Stoughton through project review and approval and amendments to the Zoning Bylaws.

A more detailed report describing many more of the tasks of the Town Planner is filed separately under the Planning Board.

ECONOMIC DEVELOPMENT

Pamela McCarthy – Economic Development Director

This past year has been a busy one for the Economic Development Department. A good deal of time has been spent managing grant projects; especially the Downtown Storefront Improvement Program. Other major projects included the highest and best use study of the former Randolph Savings Bank, the implementation of the Parking Management Plan., getting the revised Community Choice Aggregation Plan accepted by the Department of Public Utilities and assisting with the activation of the Train Depot. As always, assisting businesses as they seek to expand in or relocate to Stoughton has been a major priority.

Downtown Parking Management Plan

During 2019 the Economic Development Director worked with the Engineering, Department, the Police Department and the DPW to implement the Parking Management Plan's recommendations. The plan had been developed with the assistance of the Metropolitan Area Planning Council in 2018. On August 20th the final Policy recommendations were presented to and adopted by the BOS. The Engineering Department and the DPW then worked to update striping and signage. As a result of the Plan, some of the commuters that receive parking permits from the Town were relocated to spaces at the former Randolph Savings Bank site. This allowed for enough space in the municipal lot on Rose Street for Town Employee and Police Department vehicles. Reggie Medeiros-Kowalczykowski who manages the parking permits then worked with permit holders to educate them about the new policy and the location of the spaces. Parking stickers were issued in order to allow for easier enforcement by the Police Department. The parking fee was increased from \$2/weekday to \$3/weekday resulting in an increase in revenue of approximately \$10,000 per year. The fee had not been increased since 2009. The MBTA currently charges \$4/weekday. The parking policy and a map showing all town owned public and permitted parking spaces can be found on the Town website. The parking policy will be reviewed on a yearly or as needed basis.

Community Choice Aggregation Program

The Economic Development Director is working to get an updated Municipal Aggregation Plan in place. On February 25th the BOS voted to adopt the Town of Stoughton Community

Choice Power Supply Aggregation Plan. There was a plan in place in 2017; however, it lapsed due to the fact that the Town only had a six-month contract with a third party supplier and did not enter into a new contract when that period ended because National Grid's rates were lower at the time. On March 28th the Economic Development Director and the Town's consultant, Colonial Power Group held a conference call with the Department of Energy Resources (DOER) in order to move the plan forward. DOER approved of the plan. On June 10th the Department of Public Utilities (DPU) held a public hearing to review the plan. The plan is now in the discovery process. The DPU process is lengthy and it can take up to a year or more to gain approval. The consultant is hoping that the plan will be approved in the Spring of 2020. Once the plan is approved, Colonial will continue to monitor the marketplace and will work with the Town to go out to bid for electricity. The Town will then determine whether or not it makes sense to enter into a contract with a third party supplier based on the potential savings on electricity for residents and businesses. In the past the Town was able to save over \$650,000 during a six-month timeframe.

Community Development Block Grant

On July 26, 2018 Governor Baker awarded a Community Development Block Grant in the Amount of \$586,141 to the Town to develop a Downtown Storefront and Sign Improvement Program. The grant was set up to provide funding for four full Sign and Façade Projects and ten Sign Only Projects (including signage lighting and awnings). Originally the full projects were funded by Deferred Payment Loans at 0% interest in an amount equal to 75% of the actual cost of eligible improvements. The maximum loan amount was \$75,000. If the property is not sold or title transferred within 10 years, the Deferred Payment Loan is forgiven. The Sign Only projects are funded by grants up to \$5,000.00 per project. During 2019 actual projects began. Three sign projects were completed including signs for Mad Mama Vintage and the Army Navy Store. New awnings were provided for Mad Mama Vintage and Fernandes Insurance. Three other sign projects located on Wyman Street went out to bid including ACB Realty, Eye Candie Boutique and Cutter's Edge Barber Shop. The first full façade project located at 785 Washington Street began construction. Three full façade projects have backed out of the program. Unfortunately, this is not out of the ordinary for this type of program. Substantial time had already been spent on these projects relative to design; two of these projects were ready to go out to bid. The owner of one building decided to withdraw from the program due to the fact that he decided to sell his building. The owner of a second property decided that the project was not feasible due to the fact that the tenants would lose 10-15% of rentable space in order to create ADA access. The third property owner backed out rather than comply with requests from the Project Review Committee that would have made the project eligible. On December 5th a public hearing was held in order to increase the amount of grant funding available to property owners to \$125,000 for full façade projects. Due to the age of the buildings and the assessed value (low in comparison to the amount of work that needs to be done) the project costs are higher than anticipated. ADA compliance and structural issues have been factors. The increase in funding makes the projects more financially feasible for participants and will allow the projects to move forward. The increase in funding causes the number of projects to change to six sign only projects and

three full façade projects. Program guidelines as well as project applications are available on the Town of Stoughton's website on the Economic Development page.

Downtown Redevelopment Task Force

The Downtown Redevelopment Task force was formed by the Board of Selectmen in 2018 to concentrate on Downtown revitalization. During 2019 the Economic Development Director worked to expand the Bank Consortium that she had created to assist with Downtown revitalization. The goal is for the Consortium to have joint meetings on a quarterly basis with the Task Force moving forward. In 2019 the Task Force began to focus on Downtown Zoning acting as a sounding board for articles presented by the Planning Board.

Train Depot

During the month of January, the Economic Development Director was notified that the Town had been awarded a \$75,000 Massworks Grant to be used toward Train Depot renovation. A good portion of the funds have been used to remove animal waste. Some of the funds are being used to have an architect develop an up to date estimate for a total rehab project. The Town has also been awarded an additional \$50,000 grant from the Mass Marketing Partnership, Mass Office of Travel and Tourism that is to be used toward initial rehab work.

The Economic Development Director worked with the Procurement Officer to develop a Request for Interest for the Train Depot. This was an informal, non-binding process to determine the type of businesses that would be interested in the space. Criteria that was developed by the community during the Randolph Savings Bank study was included in the RFI. There were two respondents interested in occupying the space including a Brewery that would like to create a Coffee Shop/Beer Garden and a successful restaurant owner that would like to locate in Stoughton. Both respondents are willing to let the public use the space for events. Local artists would be allowed to display their work. The next step will be to put out a Request for Proposals.

Mass Downtown Initiative Grant – Randolph Savings Bank Highest and Best Use

In the Spring of 2019 the Economic Development Director received a Mass Downtown Initiative Technical Assistance Grant from DHCD in the amount of \$15,000. The funds were used to conduct a highest and best use study of the Randolph Savings Bank in order to determine the long term use that best supports Downtown revitalization. The Economic Development Director worked with a consultant to conduct a survey. A Public Forum was held on July 24th. Members of the Development Community and Town Staff were also involved in the process. On September 17th the Economic Development Director presented the findings to the BOS. It was determined that the highest and best use of the site was to move the Recreation Department there. This allows the Town to maintain the public parking spaces that the Bank was purchased for. This use creates the opportunity for more arts and culture events and meeting space for community organizations. The extra square footage that this space provides will allow for increased programming. It is estimated that close to 10,000 person visits per year will be generated. When the Recreation Department

was located at the Town Hall there were less than 800 visits per year. The increase in foot traffic to the Downtown will spill over to other businesses.

Park Street/Campanelli Park Sewer Expansion Project

The Economic Development Director conducted outreach for several sewer expansion project public meetings. She gathered support for the project from commercial realtors and developers.

Film Projects

The Economic Development Director serves as Film Liaison to the Mass Office of Film. The Economic Development Director with the assistance of the Interim Town Manager and the Building Facilities Manager worked with MassFilm and Sony to have “Little Women” scene filmed at the Stoughton Train Depot on October 12, 2018. The movie was released in December 2019. The Economic Development Director arranged for Stoughton Depot to be included in Mass Office of Tourism’s map showing film sites throughout the State. The map can be viewed at massvacation.com. During 2019 the Economic Development Director worked with Police Department to arrange for filming of driving scene for the movie Morning Bell on the West Street Causeway.

Friends of Stoughton Center Technical Assistance

The Economic Development Director continued to work as the technical advisor to the Friends of Stoughton Center Group (FOSC) that she formed in February 2015 in order to support revitalization in Stoughton Center.

Assisting Individual Business Owners/Entrepreneurs

During 2019 multiple businesses ranging from home based entrepreneurs to major developers have contacted the Economic Development Office seeking assistance on a regular basis. Individuals were provided with contacts and resources for business planning, financing and marketing. Connections were made with appropriate town departments.

Tax Increment Financing Agreement

The Economic Development Director assisted a Canadian Company, Maibec in getting a \$262,500 Economic Development Incentive Program investment tax credit from the State which was the deciding factor in locating in Stoughton over Vermont. Maibec took over the assets of an existing company, Perkins Precoat. They will keep 17 existing employees and the previous owner will stay on as manager. Within two years the company plans to expand to 52 employees and invest \$3.1 million in equipment.

State Theatre

During 2019 the Economic Development Director attended multiple meetings initiated by the Friends of State Theatre as they continued their efforts to save the Theatre. She facilitated discussions between several Developers that potentially had an interest in saving the Theatre and the property owner. She arranged meetings between MassDevelopment and an interested developer. It was determined that having a housing component on the upper level might make that project financially feasible. Presently there is no agreement in place to sell the property to a developer. The Friends of State Theatre have expressed an

interest in purchasing the property; however, they are in need of financial assistance which they are still seeking.

BUILDING & ZONING DEPARTMENT & CODE ENFORCMENT

Thomas McGrath – Building Commissioner and Zoning Officer
Jack Erickson– Asst. Building Inspector/Interim Building Commissioner/Zoning Officer
Scott Angelos – Deputy Plumbing/Gas Inspector
Pat Byron – Wiring Inspector
Mary Martin – Secretary
Phyllis Godes – Part-Time Secretary

Permitting activity remained strong in 2019 for both for residential and commercial properties. The number of permits issued increased by over 400 and fees collected was over last years by more than \$31,000.00. There were 2,837 total Building, Wiring and Plumbing & Gas permits issued as compared to 2,414 for 2018. Total revenue including permit fees, Sealer fees and miscellaneous for 2019 was \$732,541 as compared to 2018's \$701,169. No permit fees were collected for the School, Library and several other municipal projects as we waive all fees for Town owned buildings.

Total fees received in 2019 showed a 4.5% increase over 2018 and total permits issued in 2019 showed an 11% increase over 2018.

Continuing our activity of last year, Jack Erickson and Thomas McGrath split our duties between zoning enforcement and the permitting and inspection of construction projects. We have increased our efforts to correct zoning violations which have a negative effect on the quality of life, not to mention real estate values in town. We have made substantial progress in one difficult and longstanding enforcement issue with the assistance of attorney Brian Winner.

We again remind residents that under the Massachusetts State Building Code it is unlawful to construct, alter, replace, demolish or change the use/occupancy of a building or structure, or to install any equipment without first filing a written application with the building official and obtaining the required permits. The Building Department will continue to issue violation citations for any construction started, or any swimming pools installed without a permit as well as for any roofing, siding, alterations/rebuilding of existing dwellings, etc., without first obtaining a permit from this department.

We also intend to diligently enforce our zoning ordinance with regard to the regulations for uses of property, signs, parking and handicapped accessibility.

Although owner-occupants of one and two-family houses can act as their own contractor, we remind residents that State law requires permits for all gas, plumbing, and wiring work done on any residential, commercial, or industrial buildings with inspections to follow from our gas/plumbing and wiring inspectors. We strongly advise homeowners to have licensed contractors apply for building permits rather than take on the liability of the permit holder.

We also remind homeowners who have battery operated smoke detectors to change your batteries twice a year, spring and fall when you change your clocks.

The Building Department also inspects multi-family dwellings of three or more units, churches, restaurants and other places of assembly, to determine if said premises conform to the requirements of state law with regard to fire alarms, sprinklers and means of egress, etc. We coordinate these inspections with the cooperation of the Stoughton Fire Department for maximum public safety.

The Building Department keeps a log of vacant or abandoned buildings that are bank owned and registered with our department. This information is shared with the Fire Department as buildings are added and removed from the list.

The current statewide uniform Building Code is the 9th edition of 780 CMR. The 9th Edition consists of the 2015 International Building Code (IBC) with Massachusetts amendments for projects other than one and two family dwellings and the 2015 International Residential Code (IRC) with Massachusetts amendments for one and two family buildings. The Massachusetts amendments are available on-line at www.mass.gov/eopps/agencies/dps/building-codebbrs.html and the State House Bookstore. The ICC codes are available from the International Code Commission (www.iccsafe.com) and from Amazon.com

As in past years, town residents have been requested to conform to the Town By-law that requires all residences and businesses to affix numerals three inches or larger in height identifying their street number. In 1992 this became state law. These addresses also became part of the 911 emergency data base system. This will make the job of the building inspectors, fire, police, and emergency personnel that much easier to better serve the public. Please cooperate in this effort and bring missing numbers to our attention. Be sure to replace numbers when installing new siding. Numbers should be mounted within 1'-0" of the entry door and in a contrasting color.

We also remind you to protect yourself by examining our records before buying or signing a lease for any commercial or residential property. Our records are always available to the public to check for legal occupancy, code compliance, and for complaints against the property you propose to purchase or lease.

The Building & Zoning Department & Code Enforcement work closely with the Zoning Board of Appeal. Please refer to the Zoning Board of Appeal section, filed separately, for a more detailed report describing the operations of the Zoning Board of Appeal.

FACILITIES

Paul Giffune, Facilities Director

The Facilities Department undertook many projects in 2019. Below are a few examples of the larger ones.

Town Hall Ceiling Project

The Great Hall, located on the third floor of Town Hall is a terrific meeting space for the public and various boards and committees which use it. Before this project the offices adjacent to the space did not have ceilings and the sound would bounce off the wide open vaulted ceiling and disrupt meetings, phone calls and general business matters to employees and the public. The addition of the acoustical ceilings and multi-layered insulation has been a tremendous addition conducive for Town business. The large vaulted space received an acoustical plaster treatment that has also eliminated echoing and sound reverberation, making meetings, and at-home viewing, much improved.

Town Hall Masonry Repointing

The north, east and south elevations of the Town Hall underwent some mortar grinding and repointing. This project was funded by the Community Preservation Committee.

Town Hall Generator Replacement

This project was voted at the Special Town Meeting of the Fall of 2018. The installation took place in the spring and summer of 2019. A late 1980's 40kW generator that was incapable to power the entire building was replaced with a 130kW one that does have that capability.

Department of Public Works Door & Hardware Replacements

The need for necessary repairs at the public works complex on Central Street has come to the forefront of the Town's maintenance plans. To start this process, we replaced six man doors and multiple hardware malfunctions at the office space and garages alike were addressed. There will be much more to come in 2020 at this location.

Fire Station 2 Curbing and Concrete Replacement

This project was voted at the Annual Town Meeting of 2018 as part of a maintenance schedule brought about by the Updated Facilities Master Plan of 2017. All of the concrete curbing was replaced with vertical granite curbing and both the employee and the public entrance concrete walks and landings were replaced. The concrete aprons for the both entrances to the apparatus bays were also replaced.

Fire Station No. 1 Roof Replacement

During the winter of 2018-19 the rubber roof at the Town's original fire station was compromised and leaking. This was truly a safety hazard to emergency personnel, whom had to battle this condition in addition to the multitude of hazards they face while on the job. This project was funded by the Community Preservation Committee.

Fire Station No. 1 Masonry Work

Adding to the water problems at the station was porous masonry west elevation of the original building. This entire wall was repointed to help address the issue. This project was also funded by the Community Preservation Committee.

Fire Station No. 1 Door Replacements

A Town Meeting appropriation from 2018 was used to replace nine man doors and hardware at this location as well. Some of the existing doors were in original frames and had to be removed and replaced with heavy duty masonry tools.

Depot Hazardous Waste Cleanup

The Town purchased the Stoughton Railroad Depot in 2019. After the acquisition the Town needed to clean hazardous bird droppings and mitigate further potential rodent and bird infestations. The waste was considered very caustic and hazardous to one's health. A team of certified professional came in to ensure all of the harmful materials were properly disposed of and left the condition of the building much cleaner when the project was complete. The Town looks forward to the next steps of the rehabilitation process for this historic landmark.

Energy Saving Projects

A complete LED retrofit of all interior and exterior lighting at the both fire stations was done through the MA Department of Energy Resources (DOER) Green Communities grant program. This project is expected to show an estimated lighting cost reduction of 60%. The interior retrofit of the police station was also completed

The Police Station was also outfitted with additional Variable Refrigerant Flow (VRF) equipment in order to keep with cooling demand and remain in compliance with MA regulations regarding detention areas and the overall operation of the station.

Fire Station No. 1 (Freeman Street) also had some additional VRF units installed to complete this project that began the previous year.



Stoughton
FIRE & RESCUE

Stoughton Emergency Management
Respectfully Submitted
Chief Michael K. Laracy, Sr.
Deputy Fire Chief Scott G. Breen

FIRE DEPARTMENT

The Stoughton Fire Department is pleased to submit our department's 2019 Annual Report. The year 2019 has come to a successful close and again we go to our records for the story of activity. The Town of Stoughton established their first Fire Department in 1853, becoming a permanent department in 1924. We work out of two staffed fire stations: Station 1 was built in 1926, with a 1950's renovation and Station 2 was built in 2001.

The Stoughton Fire Department has evolved into an All-Hazards department providing the following services to the community: Fire Suppression; Advanced and Basic Emergency Medical transport; Fire Prevention to include plan review and inspections; Emergency Management; Hazardous Material Response and Mitigation; and Technical Rescue. We continue to not only meet our department's mission statement but exceed it.

"The Stoughton Fire Department has evolved into an All-Hazards department to meet the ever changing needs of the community. We are committed to serving the Town of Stoughton with the highest level of life and property protection utilizing resources allocated by the Town. We will achieve this by providing excellent and compassionate service in an ever changing profession that requires continued innovation, professional development, and adaptive change"

Our first due response area is approximately 16 square miles of suburban setting of mixed residential, commercial, and industrial properties as follows: over +/- 6,600 single family residential dwellings, 300 two-family dwellings, 480 commercial properties, 269 industrial properties, 149 apartment buildings with three or more units and 1,671 residential condominiums. The fire department also protects the following critical infrastructure within our community: 4 major highways, routes 24, 27, 138 and 139, that pass through town east and west, north and south; MBTA commuter rail line operates more than twenty five trains to and from Boston daily intersecting at 6 road crossings; multiple freight trains that also share the rail line; two large electrical power distribution stations that provide regional electrical power; a pressure/high volume natural gas line that cuts through our north section of town; a 30,000 gallon commercial propane filling station; a chemical facility; a waste water separation facility; two emergency dispatch centers; 2 rehabilitation/palliative care hospitals; 3 nursing homes; 12 assisted living

facilities; a county district court; 8 water pumping stations; 12 sewer lift stations; 5 elementary schools, 1 middle school 1 senior high school; 300 elderly housing units; 71 commercial buildings that are over 20,000 square feet, 28 buildings between 20,000-50,000 square feet, 23 buildings between 50,000-100,000 square feet, 15 buildings 100,000-200,000 square feet and 5 buildings over 200,000 square feet; our biggest building, IKEA, is over 453,000 square feet and an average 38,000 visitors per week; and lastly a 300,000 square foot Amazon distribution center.

DEPARTMENT INITIATIVES:

In 2019 the following fire department initiatives have been, or are currently in the process of, implementation: staffing increases, continued development of new department policies and procedures; management of FY20 operation and capital budget programs. One of our most significant initiatives was working with a Public Safety Building Committee to determine (1) a location for a new fire station and (2) the programming needs to meet our operational needs moving forward. One priority that needs to be implemented into a new fire station is to limit cancer causing contaminant protection into the design of the new building. I have had many conversations relating to the replacement of our 1926 Station 1 and these conversations have mainly been positive with the community supporting a new fire station. In 2019 Town Meeting approved the funding for a Fire/Police building feasibility study. As a result of this funding the Town hired Pomroy Associates (Project Managers) and Dore and Whittier (Architects) to assist the committee in department needs; building programming and site locations.

PERSONNEL: In August of 2017 the fire department received notification from the Federal Government (FEMA) that we had been awarded a staffing grant (SAFER), based upon our departments successful grant application and clear need for additional personnel. This is a three-year grant and FY19 was the transition from year one to year two. This grant has been very successful in –providing the proper level of staffing for our community and the fire departments operational needs. In 2019 the Fire Department saw the retirements of two long term employees: Firefighters Jack Hurley and Leon Silva. Each with over thirty-years of service to the Town of Stoughton. Along with these retirements we had three firefighters resign, two of whom went to other departments. 2019 continued to be a challenge with the number of firefighters on injury leave, medical leave and military leave. Absences go hand and hand with overtime costs. The fire department continues to experience extended delays of sending new fire candidates to the Massachusetts Fire Academy. A challenge that I have had is offering a candidate a letter of offer, waiting for an academy date, only to have the candidate take a position with a town that lets them start right away. Working with the Town, and Local 1512, a side letter agreement was put in place allowing the Town to hire four firefighters that could start immediately only performing EMS duties until they attend and graduate the fire academy. With this side letter we have been able to hire three of the four candidates to date. As a result of increased staffing we have seen our minimum staffing go from (9) personnel per-shift to (11) personnel per-shift. Our department has been a nine minimum since the early 1970's. As we've seen growth in the Town increase, this was not the case within the fire department. With the addition of our new personnel the fire department

has seen a significant increase in the level of service to the community. In 2015 and 2016 the fire department had relied on an average of 439 mutual aid ambulance requests from surrounding communities. Even though this was a significant loss in EMS revenue more importantly it put our community at greater risk of delayed responses to critical medical issues. Collateral benefits from increased staffing have been an additional \$600,000 in EMS revenue, increased level of service to the Town, increased moral and decreased overtime, all while maintaining a minimum of 11 personnel. I'm hoping that by the end of FY20 that our staffing levels will transition back to normal operational levels.

Fire Station Repairs: As part of the Towns FY19 and FY20 Capital Programs, based on the Towns comprehensive review of all buildings, building repairs were funded for Station 1 and Station 2. To date the following repairs have taken place: roof replacements at Station 1; repointing of brick at Station 1; painting of the front of Station 1 and fire apparatus doors; new lighting upgrades at both stations; installation of new AC at Station 1 and removal and new installation of walkways and fire apparatus aprons at Station 2. Also during 2019, working with DPW Director Tom Fitzgerald, the traffic lights in front of Station 2 were made operational. I was informed that these lights had never worked since the building was built in 2001.

2019 FIRE DEPARTMENT RESPONSE STATISTICS:

The following is a summary of the 5,341 incidents the Fire Department responded to in 2019:

**Stoughton Fire Department
Incident Analysis
From 01/01/2019 Thru 12/31/2019**

Page: 1
Printed: 01/27/2020

Incident Type Category Breakdown

Incident Type Category	Occurrences	Percentage
[100-199] Fire/Explosion	100	1.9
[200-299] Overpressure Rupture	4	0.1
[300-399] Rescue Call	3548	66.4
[400-499] Hazardous Condition	132	2.5
[500-599] Service Call	355	6.6
[600-699] Good Intent Call	306	5.7
[700-799] False Call	841	15.7
[800-899] Severe Weather/Natural Disaster	3	0.1
[900-999] Special Type/Complaint	10	0.2
Undetermined	42	0.8
TOTAL	5341	100.0

In 2019 the Fire Department responded to a number of major fire incidents that have greatly impacted the community. The 3rd Alarm Fire at 4 Capen Street, on July 19th, displaced sixty-seven units and to this date all residents have been relocated to other housing accommodations. At this time the building remains vacant as repairs continue. It is anticipated that by June of 2020 the building will re-open, with former residents having right of first refusal of returning. What they will come back to is a building that is now

fully protected with a sprinkler system; updated fire alarm system; asbestos free building; new kitchens; painted units; etc. Also, a 3rd Alarm Fire at 820 Washington Street, rooming house, displaced approximately 20 residents. This building was fully protected by a sprinkler system at the time which I believe contributed to the lives saved on the morning of September 19th. Another major fire was a 3rd Alarm Fire at 58 Prospect Street. This fire challenged our department due to the extremely high winds on this day that fueled the fire and pushed it throughout the building. Three families were displaced and the building was ordered demolished due to the lack of structural integrity. The last significant fire that I will reference is the 2nd Alarm Fire, on December 26th in a detached garage. This fire had the potential to extend to the multi-family resident that was separated from the barn by about ten feet. In all of the above referenced fires the American Red Cross was instrumental in providing for the immediate needs of all residents to include temporary housing; food and clothing. These fires are a brief summary of all fires handled during 2019.

FIRE PREVENTION: Our Fire Prevention continues to incorporate fire prevention activities which support the department's mission statement. This is achieved by proactive planning and inspection programs to address community risk reduction planning, prevention and education. The fire prevention division continually strives to achieve this goal through code compliance, enforcement and community education. The department's fire prevention program is managed by Deputy Fire Chief Breen and Fire Prevention Lieutenant Jackson Macomber. The department has the responsibility of overseeing and enforcing Massachusetts General Laws-Chapter 148, the Commonwealth of Massachusetts Comprehensive Fire Safety Code CMR 527, the State Building Code and also standards and guidelines set forth by the National Fire Protection Association. Over the course of the year fire department personnel conducted inspections of residential, commercial and industrial properties to include: smoke detectors, carbon monoxide alarms, oil burners, propane storage, fuel tank removals and installations, tank trucks, commercial fire alarm, commercial sprinkler systems and state mandated quarterly and annual occupancy inspections. Each year fire prevention works with a number of architects, engineers and contractors on projects continually throughout town. In 2019 fire prevention was responsible for the plan review and final inspections on a number of new and renovated occupancies. A majority of this plan review is working in partnership with the following town departments and committees: building, economic development, engineering, town administration, Planning Board and the Board of Appeals. In 2019, approximately 1600 inspections were conducted by the fire department. All areas of technical inspections reported an increase in work with the exception of propane tank installations as they returned to historical norms likely due to the return of Columbia Gas normal services to the area following the North Shore NG explosions in 2018. Administrative support was provided to Deputy Breen in support of Commercial upgrades to central monitoring of the Knollsbrook Condominium Complex and 68 Kim Terrace Condominium Complex. The Fire Prevention office conducted inspections, administrative duties and investigations for Code Compliance for the year 2019 of the following:

Fire prevention Technical inspections

- Over 522 Smoke detector and Carbon Monoxide Detector Inspections as required per MGL 148 sec 26F
- 43 Administrative and/or Inspections for Oil Burner Applications per CMR 527 SEC 4
- 31 Residential Tank Removal inspections and/or administrative duties
- 31 Residential Oil Tank Installation inspections and/or administrative duties
- 18 Residential Propane Tank Installation and/or Administrative duties
- Over 110 Code Enforcement (Immediate attention) administrative duties and/or investigations
- 18 Tank Truck Permit inspections
- Administrative duties for permit applications and issuance of permits

Quarterly Fire Drills and Inspections

- 40-Quarterly Fire Drills of Hospitals and Nursing Homes
- 40 Quarterly Fire Drills for Stoughton Public Schools
- 40 Quarterly Inspections of Stoughton Public Schools
- 20 Quarterly Inspections of Hospitals and Nursing Homes
- 68 Quarterly Child and Adult Daycare facilities
- 38 Quarterly Inspections for Rooming Houses
- 12-Quarterly Inspections for Hotels
- Quarterly Fire Drills and Inspections of Evelyn House Homeless shelter
- Administrative duties for Quarterly Fire Drills and Inspections

Annual Fire Prevention Inspections

- 16 Annual Inspections of Churches/Houses of Worship
- 42 Annual Inspections on Turnpike Street
- 15 Annual Inspections on Campanelli Way
- 82 Annual Inspections on Tosca Drive
- 16-Gas Station and Auto service facility Annual Inspections
- 72 Annual inspections of Restaurants and facilities with liquor licenses
- 22 Annual Inspections of Churches/Houses of Worship
- 112 Annual Inspections of 1st District/Downtown Stoughton
- Over 50 Re-inspections for Annual Inspections
- 90 Annual Inspections for Cutting/Welding permits
- Administrative duties for Annual Inspections

Our Fire Prevention open house and early childhood education system continues to provide annual support to the public schools and the residents of the town. The Senior Safer Program in conjunction with the Stoughton Council of Aging continues to perform Elderly related support services through the installation of Battery operated Smoke and Carbon Monoxide detectors. This program also provides information on any fire safety related concerns.

The Fire Department began using the town online payment provider “City Hall Systems” for online permitting and payments for the Open Outdoor Burning this season. Our expectation is to transition other Permits to this online payment system in the year 2020

in or to improve customer service and provide a more efficient permitting process when applicable.

EMERGENCY MEDICAL SERVICES (EMS): The EMS system of Stoughton Fire Department (SFD) is over scene by the Department of Public Health (DPH) Office of Emergency Medical Services (OEMS). SFD is licensed for three class 1, transporting, ambulances and two class 5, non-transporting (Engine companies). In 2019 Stoughton Fire Department provided emergency medical treatment to 3565 patients and transported 2862 patients to emergency departments for further treatment.

Every year our EMS system is inspected and tested for recertification through OEMS. This inspection consists of a full inventory of our ambulances, review of all of our inspection reports for our equipment, analysis of the EMS training and education provided to our EMTs and Paramedics, scrutiny of the policies and procedures pertaining to EMS, overview of the QA system of SFD EMS, and anything else they deem necessary pertaining to EMS. Laws pertaining to the EMS system are governed by 105 CMR sections 170.001 through 170.1000.

As per 105 CMR 170.030, our EMS system must have a Medical Control Doctor to have authorization to practice as EMTs or Paramedics. “Medical Control means the clinical oversight by a qualified physician to all components of the EMS system, including, without limitation, the Statewide Treatment Protocols, medical direction, training of and authorization to practice for EMS personnel, quality assurance and continuous quality improvement.” Our Medical Control Doctor is Dr. Daniel Muse, Brockton Hospital, he provides us with an affiliation agreement that explains our scope of practice, training and our pharmacy agreement allowing us to refill medications and allows us to purchase all necessary medical supplies which require a medical doctors authorization.

Every ambulance transport and non-transport is reviewed by the EMS officer. This is our quality assurance program and ensures all reports are documented properly and all billing information is filled in appropriately. The transports are also cross referenced to the protocols set forth by OEMS and the policies of the Stoughton Fire Department. Any unusual calls or calls that deviated from protocol are reviewed with the crew and the supervisors of said crew.

Every EMS provider in our agency has to complete five EMS Rounds provided by a medical doctor per year. These rounds provide education on emerging medical tendencies and training on new practices for providing medical care outside of hospital settings. They also provide review of regional EMS calls by the doctor providing the education. Beyond the yearly EMS rounds all EMTs must complete 20 hours of continued educations and a 20-hour core competency class provided by our EMS officer, the topics covered in this class are outlined by OEMS. Similar to the EMTs the Paramedics must complete 30 hours of continued education and they also complete a core competency program, but their program is 30 hours. Another focus of training was Pediatric Emergencies. These are high stress calls which require an enormous amount of concentration and team work in a very high stress environment. Our goal is to have the

best trained EMS providers possible to provide the best care. Working with Brockton Hospital we are able to have access to one of the best Simulation Mannequins on the market to provide this training. All members were tested on several scenarios and the team work was off the charts.

New medication for Trauma Patients: We now carry Tranexamic Acid (TXA), a new medication for treatment of trauma patients. TXA is currently the only drug with prospective clinical evidence supporting its use in bleeding trauma patients. Bleeding contributes to about one-third of trauma-related deaths. Several studies have proven that this medication is a life saver and we are excited to have this medication on our ambulance for the safety of our personnel and residents of this town.

EMS Revenue Summary Report 2016-2019

2016: \$1,026,596.84

2017: \$1,443,368.78

2018: \$1,632,732.73

2019: \$1,603,743.93

SAFETY AND TRAINING: For 2019 the Training and Safety Office of Stoughton Fire spent a great deal of time working with our new firefighters and recruits in getting them ready for the Mass Fire Academy and monitoring their progress during their first year through the review. This includes ordering books, uniforms, bunker gear, FIT Testing, progress reports at 3, 6,9 and 11 months up to their 1 year sign off.

Our Safety Officer conducted training with all four groups on basic and advanced firefighting skills including quarterly SCBA drills, bi-annual ladder drills, air bags, holmatro tools, boat operation, tours and pre-planning of target hazards, post incident analysis of fires, pump operations, FF CPR, cancer in the fire service, active shooter and hostile response and Critical Incident Stress Management. These drills are conducted on a monthly basis based on a monthly training plan and goal. We have hosted Fire Officer 1 and also Fire Instructor 1 through the Department of Fire Services/ Mass Fire Academy which is open to firefighters across the state. We have also requested and hosted instructors from the Department of Fire Service to teach classes to our department exclusively on topics such as Ethanol Awareness and Cancer in the Fire Service. We continue to emphasize basic training skills and all other training necessary to help Firefighters with daily operational challenges they may encounter.

GRANTS: In 2019 the fire department was once again successful in being awarded a \$6,400 Massachusetts Emergency Management Agency (MEMA) grant to support the Towns emergency management program. We were also successful in being awarded two Department of Fire Services (DFS) Public Education grant awards to educate Stoughton's Children and Senior's in fire safety programs to reduce fire and fire related injuries within our community. In 2019 the Fire Department received an Assistance to Firefighters Grant (AFG) to conduct Active Shooter Hostile Event and Mass Casualty training in the amount of \$58,000. The fire department will continue to be aggressive and writing equipment grants as they become available.

APPARATUS: Our department is fortunate to have a full-time mechanic on staff who maintains the following equipment: staff vehicles; ambulances; fire engines and support vehicles. Our apparatus is very well maintained by our department mechanic who holds a number of emergency vehicle technician (EVT) certifications in the areas of repair and operation of fire apparatus. He has saved the Town thousands of dollars in repairs by doing 95% of work in house. Any work sent out is usually the result of inadequate space needed for such repairs or specialized equipment. Each week he provides a vehicle maintenance update on repairs for the Fire Chief and department personnel. Our mechanic continues to be our liaison with Cabot Risk Strategies, the Towns insurer of vehicles.

For the calendar year of 2019 we had one major repair on apparatus. Engine two received new frame rails from the end of the cab back. The mechanic worked closely with M&R trucks in Whitman to complete the work. Now the truck is back and inspected by Mass. DOT. We have purchased a new pumper from Pierce manufacturing. The mechanic led a committee of 4 members from the fire department to design the truck. The Chief, a fire fighter, and the mechanic went to Appleton Wisconsin to Pierce to go over final details with the sales representative and engineers in November. They have a projected date in April 2020 for completion of our new truck. Throughout the year the mechanic has been the point of contact for multiple building projects. Some of the projects the mechanic oversaw were the roof replacement, repointing of brick, repairs/ painting of the front of station 1 and lighting upgrades. The mechanic has also worked with the building committee through the design of the possible new station to insure the vehicle maintenance department will be designed to be more efficient for the future growth of the fire department.

EMERGENCY MANAGEMENT: In 2019 the Fire Department continued working with a number of Town Departments, in the following emergency management initiatives: the establishment of mandatory pre-weather related event meeting with relevant department heads; the establishment of an emergency management working group consisting of department heads and their alternates in which they will be responsible for attending emergency management planning meetings and when warranted manning the Towns Emergency Operations Center when activated; to promote the Towns new emergency notification system “Stoughton Alert” program throughout Town; promote StoughtonEMA.org website; update the Towns Comprehensive Emergency Management Plan (CEMP); educate department heads on roles and responsibilities of departments under the CEMP; establish (2) dedicated emergency shelters; establish (2) dedicated warming centers; establish working relationships with our National Grid and Columbia Gas liaisons; and lastly, establish emergency management policies as needed to address above initiatives. Our newest initiative in 2019 was to start the ground work to establish a Commodity Point of Distribution (C-POD) for our community. An example would be if the Town had to establish a distribution plan for water, within the Town, in case of a domestic water issue. This type of distribution plan could also be utilized for mass distribution of vaccinations if needed, among other uses as well.

In conclusion, I will once again quote the late Fire Chief Paul Roach “I would say that overall the year has been one of success and progress. Neither the success we have enjoyed, nor the progress we have made, would have been achieved without the cooperation of not only our own personnel but that of department heads and many other Town employees who also gave their cooperation and assistance whenever it was requested and wherever it was needed.” I would also like to take this opportunity to thank the Town Manager, Board of Selectmen, the Finance Committee and Town Meeting representatives for their continued commitment to public safety. Their dedication and commitment to the Community of Stoughton leaves me with a great sense of pride.

Glen Echo Development and Recreation Committee

It is with pleasure that the Committee submits this report for the Annual Report of the Town of Stoughton. The plan, planning and implementation of our vision for this 90 acre parcel has taken a lengthy amount of time through various regulatory agencies in the state, but is now complete and we can begin to make this area a valuable passive recreational environment for the Town of Stoughton.

We are pleased that the roadway design has been completed and will be sent out to bid in the Spring of 2020. All approvals from state and local authorities are complete. We anticipate have the area accessible to the townspeople this summer to enjoy the lake, trails and picnic areas. Signage and gating should be finished within the year.

Our deepest appreciation to the Engineering Department for their continuing guidance and expertise, and the cooperation and patience of the Conservation Commission.

Dori Frankel
Janice Lindwall
Christine Howe
Mark Racicot

Eric Kolman
Dwight MacKerron
Tad Johnson
Lynn Jardin

HUMAN RESOURCES DEPARTMENT

Office located at Stoughton Town Hall
1st Floor
10 Pearl Street
Stoughton, MA 02072

Deanna Chatsko, Program Coordinator HR/Payroll
dchatsko@stoughton-ma.gov 781-341-1300 ext 9226
Tracy Pereira, Senior Clerk II
tpereira@stoughton-ma.gov 781-341-1300 ext 9259

Office Hours: Monday, Tuesday, Wednesday 8:30 am to 4:30 pm
Thursday 8:30 am – 7:00 pm
Friday 8:30 – 12:00 pm

The Human Resource Department currently has two full-time staff members. The office continues to process payroll in house through Munis for both the municipal and school employees. In addition to processing payroll, the HR staff provides benefit administration service and support to over 500 municipal employees and over 270 retirees and also provides assistance to the school department employees whenever necessary.

The benefits currently offered by the town are:

Both Employer and Employee funded:

Health Insurance – Effective August 1, 2019 HPI (Health Plans Inc)

Basic Life Insurance – Boston Mutual \$2,000.00 policy

Employee Only Funded:

Altus Dental – offering a low and a high option

American Fidelity – offering a Flexible Spending Plan, disability insurance, accident insurance, term life insurance, whole life insurance, wellness benefits, group hospital benefit.

Colonial Life Insurance – Offering disability insurance, accident insurance, term life insurance, whole life insurance, cancer insurance.

New York Life – Offering disability insurance, whole life insurance.

Boston Mutual – Offering disability insurance, accident insurance, term life insurance, whole life insurance, cancer insurance.

Empower Retirement – 457 Plan offered to town employees

We have two open enrollments each year for health insurance. During the month of May, we hold our annual benefits fair for employees and non-medicare eligible retirees, at which time employees can enroll in or change their health insurance with the Town. During the month of November, we hold our annual open enrollment for our Medicare plans. At this time our Medicare eligible retirees can enroll in or change plans.

During 2019 the HR Staff was very involved in attending meetings with the Town's insurance advisor, Gallagher in conjunction with the Insurance Advisory Committee to implement the reduction of three health insurance plans down to one plan for the active employees and from four Medicare Supplement Plans to one for our retirees.

Prior to this change the town was offering our active employees: Harvard Pilgrim, Blue Cross Blue Shield and Tufts Health plan. All three plans offered the same coverage.

Changing from three plans to one has resulted in cost saving for both the town and the employee.

Health Plans Inc (HPI) offers a much larger network of doctors. The coverage area is now nationwide. The plan also offers My Telemedicine. Members can call in to receive

medical care and prescriptions prescribed at no additional cost to the town and no copay for the member.

My Stoughton Meds is also available. This is a mail order prescription drug service that requires no co-pay on the member's part and a significant cost savings for the Town. The Human Resources website continues to be a great resource for benefits information, job postings, updated announcements and open enrollment material.

Visit us at <https://www.stoughton.org/human-resources>

Employees may visit our Employee Self Service at <https://mss.munisweb.stoughton.net/mss/default.aspx>

INFORMATION TECHNOLOGY DEPARTMENT

Trish Shropshire, IT Director

The Town of Stoughton IT Department provides support for Police, Fire, Department of Public Works, Council on Aging, Youth Commission, The Stoughton Library, Cedar Hill Golf Course and 17 departments located in Town Hall.

This department also provides on-call 24x7 support for Police and Fire dispatch along with every day Help Desk support for all the above departments. Software and installations of hardware and minor projects involvement are tasked to this department.

Ongoing/Upcoming projects:

- Munis – Business Licensing module and Real Estate and Personal Property are currently in progress with a projected “go live” date in the March timeframe for Real Estate and Personal Property. Date to be determined for Business Licensing.
- Website Improvements – Continual efforts will continue to improve the effectiveness of the Town website.

Projects completed in 2019:

- Website Facelift – A new look was given to our website to provide ease of use for the citizens. We are hoping this drives more traffic and to our website.
- Go2Blu- implemented at the police station during September. This alert software allows all school computers to interact with dispatch, officers and police cruisers during emergencies. The application allows the teacher/administrator the ability to call for help and give details through a chatting mechanism to keep both sides informed of progress.
- Town-Wide Phone System – Most of the summer months and then some, were spent on implementing the new Vertical VOIP system. We were

required to troubleshoot many phone issues and configuration changes with Vertical (the phone vendor). Issues seem to finally dwindling down.

- Town-Wide network switch installation –All switches on the Town side of the network installed. Funding came from a State grant for \$80,823. This network refresh of new network switches were completed for Town Hall, Fire Station 1, Fire Station 2, Police, the Senior Center and the Public Works building.
- Munis Project Management –Taxes : Motor Vehicle is now live in Munis!
- Neptune N Site Plus– DPW wireless meter read system for commercial meter read systems is completed.
- Munis upgrade from 11.2 to 11.3
- New virus scan protection implemented through the Town
- IMC/Ambupro Integration complete for Fire Department Ambulances

INTERNAL AUDITOR/FINANCIAL ANALYST

Susan Herman – Internal Auditor/Financial Analyst

Accomplishments, Challenges, Recommendations

Our work includes the review and outlook for town wide or “joint” expenses. For the Fiscal 2020 budget these expenses totaled 17% or \$17,789,091 of the budget and must be paid prior to funding town services. These costs include Health insurance, Medicare, Contributory Retirement, Injured on Duty, Workers’ Compensation, Property Liability Insurance and Unemployment costs. Regional Schools are another “fixed” cost that consume an additional \$1,382,140 or 1% of the budget. While the outlook for each of these amounts is different they are increasing faster than the rate of revenues, putting town services at risk each year.

We work to provide solutions to each of the costs that take away the town’s ability to provide services to our residents. An outline of accomplishments, challenges and recommendations is provided.

- During the last calendar year, the town was able to move to one health insurance administrator due to the combined effort of the Insurance Advisory Committee, Town Manager, Human Resources and Internal Audit. As a result, administrative fees have been reduced for two years, with a modest increase the third year, a Pharmacy Benefit Manager is utilized saving approximately 12% of drug costs and insuring the town receives drug rebates. The administration of the health benefit for employees includes an aggressive wellness campaign and multiple opportunities for employees to save money by utilizing new features such as Telemedicine. It is vital that all enrollees take advantage of these opportunities.
- Despite the success of this effort, the health trust is experiencing meaningful challenges. Drug costs are rising 5.8% nationally, and drug therapies are rapidly changing to the more expensive injectable. Life-saving advancements are made every single day. For Fiscal 2020, claims have risen at an accelerated and unexpected rate. Stop Loss rates are expected to increase markedly. This will not be

ameliorated by wellness campaigns and new features alone. Without a meaningful change in rates, plan design, co-pays, **and** services guidelines, the trust balance is at risk. **All measures need to be addressed** by the Insurance Advisory Committee, Town Manager, Human Resources and Internal Audit.

- Contributory retirement increases need to be better controlled though control of “covered payroll.” Care and diligence in how vacant positions can be filled, and by whom, has improved and will, in the long term, impact this assessment. Any additional hiring solutions will be a benefit.
- Injured on Duty and Workers Compensation costs have been vexing. For workers’ compensation, our stop loss has risen as a result of poor experience which includes the time a case remains outstanding prior to settlement or solution. While some of this has been out of our control, we are working with both the IOD and WC teams to establish procedures to move along cases to resolution. We continue to advocate that the hiring process can more fully vet candidates for all departments through background checks and other means available to the town. Alleviating one future problem represents a sizeable savings to the town in time out of service and dollars paid.
- The Town can be particularly proud of its effort in improving property insurance results. Since we began with MIIA as our vendor, property losses have been reduced putting us in the lowest tier for pricing. This is a result of an excellent understanding and execution of the MIIA Safety program provided by the Town Manager’s Executive Assistant. Going forward, departments can contribute by becoming aware of and receiving training for liability issues that cost the town.

The processing of School and Town Grant Awards is part of our work. This was standardized and made more efficient during the year. Departments are required to complete a grant set up form, and submit the required documentation prior to the Grant set up in the General Ledger. A return form is sent back to the Department noting the items that need to be monitored. These items have three purposes: they 1) save the town’s financial departments time, 2) impact the town’s free cash or 3) would be noted by the Town’s Audit firm. This office “turned around” thirty-five (35) grant awards during calendar 2019 totaling \$2,987,532. A FEMA Grant Reimbursement Guide was developed for departments and came out of our work applying for four (4) FEMA grants from the 2018 winter storms. This office was directly responsible for the filing of those grants. Reimbursements for these grants added \$221,561 to the town’s 2021 free cash. The FEMA guide outlines all opportunities presented by this agency and dovetails nicely with the opportunities that will be provided by the State Municipal Vulnerability Grant.

As a companion to the above, this Office identifies and enters wire remittances which include identifying grant reimbursements and direct awards. We have worked diligently with the Treasurer/Collector in an effort to save both the Accounting and Treasury functions time in identifying, posting, or transferring remittances. In addition to this work with the Treasurer/Collector, we completed a workflow investigation of the office which produced several recommendations. It is critical to the Town’ well-being that the Treasurer Collector’ office remain current for the entry and reconciliation of all payments, receivables and bank reconciliations. Debt Service, which is a traditional task of a Treasurer is handled by the Town Accountant and outside Bond Advisor. Over the last two fiscal years, the Town has had consultants that have made additional recommendations for improving the functioning of the Treasurer’s Office.

One hundred (100) personnel actions were reviewed, electronic notes were recorded with an e-time stamp, and then approved by this office during 2019. These personnel actions include resignations, new hires, hiring seasonal workers and some kind of job change. During this process we monitor FTE’s, budget availability, conflict of interest, amount and nature of “buyouts”, and labor or personnel regulations which may be relevant to the particular action.

Opportunities for fee increases were examined during 2019. Where the fee was below the town’s cost and was low compared to surrounding communities, increases were requested by the department. MLC rates

were increased by action of the Board and demand fees were increased at Town Meeting. The Town Clerk, at the time, was guided through the by-law change and proposed fee increases were reviewed. Each fee can fall under a different state statute so many departments vet their proposed increases through this office.

Lastly our work included producing the first long term budget for the Town. Over a six-week period, we needed to re-figure the 2020 department budgets for a lower rate of salary growth by separating out contractual salaries and contractual salary items, non-union and other wages, longevity, and expenses. Each of these categories required thought as to what the future brings. The outlook for each of the town wide “joint” costs, debt service, enterprise subsidies, and revenue lines were considered through Fiscal 2023. This was presented to the Select Board in the Spring of Fiscal 2019 and to the Finance Committee in the Fall of Fiscal 2020.

STOUGHTON PUBLIC LIBRARY

Library Board of Trustees, Harvey Levensohn, Chair, Sheila Osborne, Vice-Chair, Susan Zbinski, Secretary, David Lambert, Rachel Lazerus, Peggy Sewcyk, Barbara Canavan (Emeritus) and

Patricia Basler, Library Director

Library Building Project

The Library Building Committee (LBC) continued to meet monthly, with subcommittees meeting as needed for the first few months of 2019 after a successful opening of the newly renovated and expanded Public Library on Dec. 15, 2018. After one full year open, the Library Trustees thank the LBC for their exemplary efforts as volunteers working closely with the OPM and Design and Construction teams to build a state of the art library within budget and on time.

Library Services

The Stoughton Public Library is open 64 hours per week (9am-9pm Mon-Thurs.; 9am-5pm Fri, Sat), 6 days per week, and provides access to over 111,423 items to borrow in the form of books, magazines, books and music on CD, movies, TV series and games on DVD, e-books thru *Overdrive*, e-magazines thru RBDigital, Kindles and many reference sources. As a member of Old Colony Library Network (OCLN), a consortium of 28 public and academic libraries located in the towns of Braintree all the way down to Sandwich, our patrons have access to all the items within those town and college libraries. Statewide delivery ensures a book you borrow from another library will be delivered to the Stoughton Library within 1-2 days. Patrons have access to our on-line catalog from home as well as in the Library via any Internet device including smart phones.

The Library offers a wide variety of programs for adults, teens and children. Our regular programs include crafts, painting, chess clubs, special performances for all ages, slide show travel programs, and many educational, self-improvement, and entertainment programs. We offer a series of Employment Seminars to assist those looking for jobs, as well as classes on Introduction to the Internet. We continue to offer additional STEAM/STEM related programs, which are very well received by children and parents alike, and are truly engaging young minds with the world of science.

During FY2019 Stoughton Public Library provided:

- 142,913 patron visits to the Library
- 145,426 items were borrowed
- 13,407 patrons attended programs
- 21,008 patrons used public computers/Internet
- 6,902 volunteer tutor hours were provided to Adult Learners
- 2,407 community and conference room uses

The Library provides **Outreach Services** through personalized delivery to our elderly patrons who may be homebound or residing in one of the many local senior housing complexes or long-term care facilities in Town. Outreach services include bringing large type books, audio books, music, videos and a friendly visit to a homebound senior. We also lend several aides for the vision impaired such as a large Kindle, hand-held magnifying Travelers and two desktop Optelec Video Magnifying Units. This service is crucial to helping seniors live independently in their homes as long as possible.

Summer Reading Program has been in place for over 37 years with the Stoughton Public Library and the Recreation Department collaborating to provide an exciting and entertaining program for the children of Stoughton, both at the Library and at the South School summer camp. We are always amazed at the attendance of programs during the summer and in 2019 over 678 children and young adults participated in our 7-week program filled with weekly performances by storytellers, clowns and magicians, crafts, dance, and art classes, along with a graduated incentive program which rewards children with small prizes and raffles as they read throughout the summer months. We are especially thankful to the Knights of Pythias who provided children's bikes, helmets and locks for raffle prizes.

Monday Night Homework Center is now in its 13th year and has become a well-established program at the Library. Originally funded by a grant from the Mass. Board of Library Commissioners, it has become so successful that the School Dept. now covers the cost of 3 part-time teachers, Sheila Osborne, Susan Zbinski and Lynne Jardin, who run the program. This program offers homework assistance to children from 6th to 10th grade every Monday night during the school year, and is staffed by volunteer tutors from the High School Honor Society as well as Stonehill College students majoring in education. One-on-one tutoring occurs for all subjects, from 6-8 pm with a 20-minute break for dinner, and an occasional guest speaker. We are very grateful to the Stoughton Schools for their support of this program.

Adult Literacy Program

The Adult Literacy program at the Library has offered free volunteer tutor training and in-service workshops to ensure successful one-to-one tutor/adult student learning for the past 20 years. We currently have over 100 pairs of adult students matched with trained volunteer tutors, with many still on the waiting list. Our students represent many different ethnic groups, backgrounds and education levels, but what they share in common is the desire to become fluent in English, provide for their families, and become more involved members of the community. This past year, 10 of our students have

become US citizens. The Sharon Public Library Literacy Program continues to operate under our umbrella, thereby increasing the number of available tutors to assist in meeting the needs of our adult students. We continue to provide 5 Conversation Classes a week to bring people off the waiting list and get them started before we have a trained tutor available for them. This program has provided over 6,000 hours of free one on one tutoring to adult literacy students and over 300 hours of Conversation Classes. We are grateful for the support of the Town of Stoughton, the Department of Education, Literacy Volunteers of Mass. and the many volunteers that make this program work.

Local Support

Special thanks to the Library friends group SOLA (Support Our Library Association) led by Dolores Cummings as SOLA President, Lynne Jardin as Vice President, Alethea MacFarlane as Treasurer and Board Members Sharon Fradkin, Dave Melchin, Steve Wilkinson, Katherine Weiss and Fred Yaitanes.

Sadly, this past summer we lost Dolores Cummings to a long battle with cancer. We are very grateful to Dolores and all the SOLA members for their dedication to support the Library.

We are thankful to the many hard working participants from the Senior Tax Relief program sponsored through the Town as well as the school PTO/PTAs, local businesses and clubs whose donations sponsor the Summer Reading Program. The Stoughton Cultural Council has also continued to be a generous sponsor of extra library programs. We also appreciate the spirit of cooperation we receive from other Town departments such as the Stoughton Schools, Youth Commission, Recreation, Council on Aging, Public Health, Police, Fire, Engineering, Building and Public Works Dept. We thank the staff at the Stoughton Public Library for their dedication to providing a pleasant and welcoming environment for Stoughton residents to visit, learn, explore and improve the quality of their lives. And finally, we are grateful to the Town Meeting Representatives who have always voted to financially support their Library.

Open Space Committee

Members of the Open Space Committee

John Linehan, Chairman
Gerry McDonald, Vice Chairman
Ardis Johnston, Secretary
Daniela Dana
John Perry
Deborah Sovinee
Jasmine Tanguay

The Open Space Committee supports the acquisition, maintenance and protection of Stoughton's natural areas, both for the pleasure of the population and for the protection of the environment by identifying and, when appropriate, pursuing property that is deemed desirable. This would include land for active and passive recreation, farmland and land for the protection of our water supply and natural areas, all in accordance with the current

Town of Stoughton Massachusetts Open Space and Recreation Plan. The plan is available on Open Space Committee page of the Stoughton web site. The plan allows Stoughton to participate in Division of Conservation Services grant rounds through May 2024. These grants are for the acquisition of conservation and parkland, as well as for park renovation and development. To date, the Open Space Committee has obtained \$800,000 in grant money from state, federal and non-profit organizations and \$11,000 in private donations. The plan contains a vast amount of information - history, geology, wetlands, wildlife, protected land, demographics, community goals and much more. It is available on the Open Space Committee page of the Town of Stoughton's web site. A copy is also available at the Stoughton Library.

All open space land purchases must come before Town Meeting for approval and from the Community Preservation Committee if CPA funds are to be used. Among OSC projects is the ongoing acceptance of a donation of the Cedar Swamp area consisting of 92 acres of wetlands, trails and wooded areas. The committee works on the preservation of historic farmlands. We worked with the local group "Stoughton Citizens for Green Space" for the preservation of woodlands and wetlands off Pleasant Street. This property abuts town owned conservation land and school property. The OSC voted unanimously to request CPA funding for an appraisal of the property. Both the CPC and Town Meeting voted to support this request. However, the 2019 Annual Town Meeting failed to approve the purchase of this property. We also work with non-profit land trusts and private citizens who wish to protect in perpetuity important natural areas of land they own but want to retain ownership.

The committee currently is working with the Ponkapoag community to help them protect in perpetuity their approximately three-acre parcel on Glen Echo Lake. Where feasible, the committee works to protect farmland.

The maintenance and protection of Stoughton's natural areas, for the pleasure and benefit of the population and for the protection of the environment, is extremely important. This is accomplished through help from other town entities. We support the Conservation Officer James Conlon in his successful efforts to identify and protect our many vernal pools and all of our wetlands and natural areas. We are grateful to the Department of Public Works for their help. We also support the Glen Echo Open Space and Recreation Committee for their hard work on the implementing the plans for the property after the long delay from the Commonwealth in giving the final needed approval to the plans. We are indebted to the Neponset River Watershed Association for their ongoing aid in protecting our streams and ponds.

PLANNING BOARD

John Charbonneau, Town Planner

Members of the Planning Board

Joseph Scardino, Chairman

Daniel Kelly, Vice Chairman

Lynne Jardin

Jonathan Garland

Senesie Kabba

The Planning Board promulgates the Subdivision Control Law under Massachusetts General Law, Chapter 41, Sections 81 – K through 81 – GG which consists of a detailed comprehensive set of land use regulatory tools. The Planning Board's recommendations are an integral mechanism that facilitates and implements the planning function of the Town. The Planning Board analyzes a diverse range of issues, including, but not limited to, the following: (1) land use zoning changes; (2) growth and development management; (3) attracting suitable commercial and industrial development to the Town; (4) water supply demands; (5) affordable housing creation; (6) transportation and railway issues; (7) open space, and (8) environmental impacts. The Planning Board makes recommendations on land use policies and future planning strategies in an effort to preserve and continue to improve the quality of life.

In addition to reviewing Preliminary Subdivisions, Definitive Subdivisions, Form ANR (Approval Not Required plans), and the Board reviews plans for the Special Permits and Site Plan Approval on commercial and industrial developments, conducts Scenic Road public hearings for conformance to the Town of Stoughton's standards. In collaboration with the Engineering Department, there is an ongoing review and inspections of the construction of subdivisions, commercial and industrial developments.

The Town's update of the Master Plan was completed in 2015 and implementation of its goals and objectives is an ongoing initiative by the Planning Board and the Town Planner. Under the Massachusetts General Law, Chapter 41, Section 81-D, the Master Plan consists of the following components: (1) Goals and Policies; (2) Land Use Plan; (3) Housing; (4) Economic Development; (5) Natural Resources; (6) Open Space and Recreation; (7) Community Facilities; (8) Transportation and (9) Implementation. The goal of the Master Plan is to facilitate the decision making process and provide a footprint for future progress. A Master Plan is a comprehensive document which reflects the ideas of citizens, elected officials, town officials, town boards, committees and the business community in an effort to reach consensus utilizing the best practices and techniques available. The Master Plan focuses on fulfilling these elements which are required under Massachusetts General Law, Chapter 41, Section 81-D, as well as, identifying planning issues of concern.

The Town Center consists of residential, commercial/retail and government buildings. The Planning Board has worked collaboratively with developers to address challenges in an

ongoing review of a downtown development of a mixed use project which consists of commercial/ residential uses which is located in the Stoughton Center Mixed Use Overlay District (SCMUOD). The intent of the Stoughton Center Mixed Use Overlay District is to accomplish the following: (1) to maintain the cultural and architectural integrity of the Town Center; (2) to promote a range and balance of residential and commercial uses in the Town Center; (3) to promote efficient use of land within the Town; (4) to facilitate integrated physical design and synergies between activities; (5) to facilitate an increase in the variety of housing stock available in the Town Center; (6) to enhance vitality in the Town Center during both day and night time; (7) to promote a pedestrian friendly living and working environment that encourages transit use and bicycling; (8) to facilitate economic development of the Town Center while maintain consistent with the established Design Guidelines and sensitive to environmental impacts; (9) to encourage building reuse and appropriate infill development and (10) to promote innovative and sustainable building and site design.

Special Activities

One of the priorities of the Planning Board and the Planning Department is to conduct a comprehensive review and analysis of the zoning regulations for the Stoughton Center Mixed Use Overlay District (SCMUOD) and the underlying zoning districts as well as the boundaries to create a uniform zoning district that contains consistent zoning regulations that will offer more development flexibility and predictable permitting process. At the December 2, 2019 Special Town Meeting, \$50,000 was appropriated to hire a consultant to provide technical assistance to the Town for this project.

The Planning Board worked in close coordination with the Board of Selectmen on the submission of Zoning Bylaw amendment articles for the December 2, 2019 Town Meeting to add “Theater” as an allowed use in the SCMUOD district with a corresponding definition and to increase the maximum distance for off-site parking for buildings in the SCMUOD to a maximum of 1,300 feet by Special Permit and to change the measurement of distance from “walking distance” to “radius”.

The Town Planner also applied for a grant through the Metropolitan Area Planning Council’s (MAPC’s) Technical Assistance Program (TAP) to provide technical assistance in reviewing and analyzing the zoning regulations of the Campanelli Parkway area in coordination with the upcoming Town Sewer extension project in that area.

In conjunction with the Engineering Department and the Planning Board, the Town Planner is working on a comprehensive revision of Section 10.6 “Site Plan Approval” to create an administrative review process for smaller projects, add submission requirements that match items that the Planning Board normally requests and to eliminate redundant text.

Also in conjunction with the Engineering Department, the Town Planner successfully applied for a grant to the Old Colony Planning Council (OCPC) to conduct a Roadway Safety Audit of the Route 27 @ Turnpike Street intersection and the area of Campanelli Parkway.

The Town Planner also worked with the staff of the Old Colony Planning Council (OCPC) to conduct a resident survey for the Housing Production Plan (HPP) update and a draft Housing Production Plan was completed in November of 2019.

John Charbonneau, the Town Planner, attends the Joint Transportation Committee (JTC) meetings of the Old Colony Planning Council (OCPC) and acts as an alternate representative to the Brockton Area Transit (BAT). He also coordinates pre-application meetings between department heads and applicants to provide guidance and expedite the review and permitting process.

The Old Colony Planning Council (OCPC) will continue to work with the town and provide technical assistance in areas such as traffic congestion, road safety audits, comprehensive planning endeavors, and transportation improvements measures such as: the implementation of the Transportation Improvement Program (TIP) administered by the Massachusetts Department of Transportation. (MassDOT).

Metropolitan Area Planning Council (MAPC) will continue to provide assistance to the Town on a technical assistance basis on various planning activities such as: energy resources create options for downtown parking, and to advance planning, zoning and comprehensive planning efforts.

The Planning Board also continued to have representation on the Downtown Redevelopment Task Force (DRTF), whose mission is to promote development in the SCMUOD district and the Central Business District (CBD) and to work with other regulatory boards on promotion of development in these districts.

Permit Activity

The Planning Board activity included meeting approximately 20 times in the 2019 calendar year to review and approve applications and to oversee the construction of residential, commercial, and industrial developments, reviewed applications for the reconfiguration of lots not requiring subdivision approval (ANR Lots), reviewed and held public hearings for review of Special Permits and Site Plan Approval.

The Planning Board reviewed projects located in various areas of Stoughton such as: Canton Street, Pleasant Street, Turnpike Street, Walnut Street, Porter Street, Technology Drive and Washington Street. The Board reviewed and/or approved a variety of projects that included a residential subdivision, two (2) ground-mounted solar arrays, a mixed-use building in the SCMUOD, a preliminary commercial subdivision, commercial buildings on Canton Street and Washington Street, an additional sign for the new Cube Smart and various bond releases.

Professional Continuing Education

A representative of the Planning Board attended the Citizen Planner Training Collaborative conference on Saturday, in March of 2019, at Holy Cross College, Worcester, MA. In addition, the Planning Board members are committed to attending the American Planning Association seminars and other seminars throughout the year at various locations, so as to update their knowledge on the planning and decision making process. The Planning Board's role is so diverse in nature that the Board members are required to update themselves on recent land use decisions.

Membership

Joseph Scardino and Dan Kelly were elected Chairman and Vice Chairman respectively. The terms of the Planning Board members are as follows: Joseph Scardino (2022); Daniel Kelly (2021); Lynne Jardin (2020) Jonathan Garland (2023) and Senesie Kabba (2024). The Board introduced its newest members, Jonathan Garland and Senesie Kabba. We welcome them to the Board and look forward to the addition of their knowledge and expertise.

The Planning Board extends their thanks to William Angelos and Shawn Bailey in recognition of their outstanding service as Board members.

The Planning Board wishes to acknowledge and thank their staff, all of the many committee members, town employees, and department heads that facilitate our planning endeavors with their invaluable expertise.

POLICE DEPARTMENT

Donna M. McNamara, Chief of Police

Mission Statement

Our Purpose

The men and women of the Stoughton Police Department are dedicated to providing excellence in safety, security, and service to the community. We uphold the laws of the Commonwealth and the Constitution of the United States.

We in the Stoughton Police Department exist to serve all people with respect, fairness and compassion. We are committed to the prevention of crime and the protection of peace, order and safety.

Committed to the Community

We will maintain a bond with the community through continued partnerships, initiatives, and outreach. We strive to be a full partner with the people of Stoughton by holding ourselves to the highest standards of performance and ethics.

We are Problem-Solvers Committed to the Future

We shall employ a forward thinking approach in all that we do. We will think innovatively to correct the quality of life problems so important to our residents.

Our highly dedicated members are the most treasured asset and the cornerstone of our department's success. We will attain successes through a dedication to the development of our officers with world-class training and leadership.

It is my privilege and pleasure to submit to you the annual report of the Stoughton Police Department:

Staffing

The current police staffing level consist of 60 sworn personnel. The staffing break down of the current level is 1-Chief, 1-Deputy Chief, 3-Lietuentsants, 9-Sergeants and 48 Patrol Officers (which includes 7- Detectives and 2 School Resource Officers). In October of 2019, two vacancies were hired and began the 26 week training at the MBTA Academy. In 2019 the ATM approved two patrol positions funded for 6 months. Our actual staffing levels have decreased due to some unexpected personnel matters. We are currently in the hiring process to fill the four vacancies with an anticipated academy date of April 2020.

During the calendar year of 2019, the Stoughton Police Department responded to a total of 25,144 actual calls for service. The total number of offense reports investigated was 1,224 an increase of 357, crash reports investigated were 1,211 an increase of 537, and arrest/ summons for criminal offense equaled 1,132 an increase of 155 cases compared to 2018. The men and women of the Stoughton Police Department issued 3,526 motor vehicle citations. Any revenues that were created went directly to the general fund of the Town.

Central Dispatch

The Stoughton Police combined dispatch which is staffed with two civilian dispatchers and one police officer during 3 shifts a day. The Central Dispatch continues to have its challenges with staffing the civilian dispatcher positions. The merging of the police and fire dispatch has improved efficiency during emergency communications when responding to calls for service. An example of the improved efficiency was evident during Monday February 25, 2019, when the police department had an extraordinary 8-4 shift that had 31 calls for service with three arrests, and two criminal application summons' and a house fire which caused many street closure. The Central Dispatch working hand in hand with the Police and Fire staff were able to efficiently dispatch and coordinate all of the necessary apparatus and officers throughout the community. A total of 720 calls were handled by the Stoughton Police Central Dispatch. The calls ranged from 911 emergency calls, all non-emergency police and fire department calls as well as all radio transmission by Police Officers and Firefighters.

Opioid Outreach

The opioid epidemic continues to have a significant impact on our community, as a result of the impact, the Stoughton Police Department has dedicated a police officer to act as an “outreach officer”. The “outreach officer” is responsible for contacting a person who suffered an overdose or whose family member has suffered an overdose to provide any additional resources for treatment and counseling opportunities for those in opioid crisis. Our police department continues to administer Naloxone (Narcan). The total overdoses by year during the past four years consist of 65 for 2019 (3 were fatal), 64 (10 were fatal) in 2018, 50 (seven were fatal) in 2017 and 67 (12 were fatal) in 2016. Stoughton accounted for 10% of the Norfolk County total fatal overdoses of 98. The “outreach officer in 2019 began utilizing a County Wide database to track all overdoses in Norfolk County in order to help all communities follow up with those in need of assistance with the addiction. The database helps when a person who lives on Stoughton overdoses in another community to notify the Stoughton Police “outreach officer” to conduct a follow up and try to encourage the person to enter a program to combat the addiction.

Detective Bureau

Our Detective Unit conducted 79 criminal investigations and successfully solved 57 of the cases which resulted in criminal arrests or criminal summons. The investigations include cases for Home Invasion, Sexual Assaults, Stabbing Indecent Assault, Breaking and Entering, Armed Robbery, Assault, Larceny, Robbery, Firearms Investigations and Narcotics investigations. It is important to note that narcotics investigations generally take an inordinate amount of time and resources and we cannot address these problems without your help. If you see any activity that would warrant a narcotics investigation, please share this information with us. You may contact us by traditional means or use our tip line and tip email. The tip line is 781-232-9344 and the tip email address is tips@stoughton-ma.gov.

During 2019, the Stoughton Police Department seized more than 1,892 grams of Cocaine, 3,060 grams of Heroin, 680-30 mg pills of Percocet, 52 pounds of Marijuana and 797 grams of Fentanyl.

A staggering number of 14 firearms were seized in criminal acts during 2019, which was slightly less than the 18 firearms in 2018 but in comparison to only five in 2017 and seven in 2016. This is extremely concerning numbers which are trending in the wrong direction.

Public Records Request

In 2019, the Stoughton Police Department processed 2,379 public records request. All of these requests were processed by the civilian records clerk and the Sergeant assigned as the Public Records Supervisor. These requests have come via telephone, facsimile, email, US Postal, and in person at the records window. The majority of the records request requires redaction prior to dissemination due to privacy concerns, juvenile involvement, and domestic violence and/or CORI requirements. All of which is supervised by the Public Records Sergeant.

Firearms Licensing

In 2019, 365 firearms license applications were processed to include new and renewal application. This number remains rather consistent with the 369 applications processed in 2018. In addition to the applications the Firearms Licensing Sergeant had several license suspensions which included the seizure of all firearms associated with the license holder. The seizure of firearms is extremely time consuming, due to the importance of documentation and evidence tracking which accompanies the seizure. In 2019 the Firearms Licensing Sergeant seized nearly 190 firearms which were held in evidence.

Grants

In 2019, the Stoughton Police Department received approval for numerous state and federal grants. The Governors Highway Safety Grant for traffic safety was awarded for \$10,000. The traffic enforcement focused on Pedestrian and Bicycle Safety, Texting While Driving and Driver Sober or Get Pulled Over programs. The department was awarded \$17,696.30 from the Department of Justice in the Bulletproof Vest Partnership. The department was again awarded the State 911 grant for \$84,683.

In June of 2017, the town of Stoughton saw a private rehabilitation facility open in our community. We continue to work with the private organization the Andrew House rehabilitation facility to foster the most fitting responses to their operational needs. The Police Department and Fire Department continues to respond to this facility on numerous occasions for fights, overdoses, hazmat incidents, disturbances and mental health incidents. There exists an open dialogue between your police department and the rehabilitation facility to reduce any harm to the community and their patients.

On March 5th and 6th the Massachusetts Police Accreditation program conducted a Re-Accreditation Assessment of the Stoughton Police Department. During the Assessment 3 independent Assessors evaluated the policies and procedures of the Stoughton Police Department. The Stoughton Assessment required the Police Department to accomplish the required 257 mandatory standards and a 70 percentage of the 125 optional standards. At the completion of the Assessment, the Stoughton Police Department did comply with all 257 mandatory standards and complied with 90 percent of the 125 optional standards. The accomplishment of Re-Accreditation not only provides the Town of Stoughton with an insurance credit it also assures the Community that the Police Department is recognized publicly as having the best practices for the Police Profession.

The process to achieve Accreditation is a rigid policy development and organizational review of systems and procedures consisting of the best practices both administratively and operationally. It creates a policy driven organization that will serve as a comprehensive system of checks and balances using the best practices in policing standards. The new Accreditation Sergeant rose to the challenge of the Re-Accreditation. The department remains committed to the process and have dedicated ourselves to accomplishing the task.

Professional training of all personnel is paramount to the success of our department. In order to remain in the forefront of the ever changing law, court decisions and police

standards the department participates in annual in-service which includes training on Use of Force, Firearms and Taser Qualification, First Responder, Defensive Tactics, and de-escalation tactics. In addition the department also attended specialized training for Master Public Information Officer, Glock Armorer certification, Pre-Incident Stress Debriefing for Command Staff, Crisis Intervention Training, New England Regional Opioid Summit, Behavioral Observation, Trauma Management and L.E. Advanced Casualty Care.

The Stoughton Police Department has continued to train Officers in the mental health area with more officers attending the 40-hour Crisis Intervention Training. The training provides officers with the best practices for intervention, treatment and handling of sensitive mental health related issues.

The Stoughton Police have continued to commit to a partnership with the community with our outreach events such as the Haunted Police Station, Child Passenger Safety Inspection program, the Shop with a Cop event, Ride to School with the Chief, numerous reading programs in the Stoughton Public Schools and the Stoughton Library, Coffee with a Cop, and an extremely successful toy drive sponsored with Target during the holiday season. In addition, the Police Department has continued to provide a partnership with public and private organizations with training in active shooter protocols. The ALICE (Alert, Lockdown, Inform, Counter, Evacuate) program is a comprehensive training which was implemented in the school district in partnership with the Police department since 2011. Also in 2019, our community outreach included the First Community Police Academy. The program was highly successful and there are plans to have this become an annual program allowing citizens of the community to get a glimpse of the training that full time officer go thru.

Animal Control

The Animal Control Officer answered approximately 751 (calls for service) for various animal issues. This is a reduction in calls for service due to the injury off duty which caused the ACO to be absent for three months. The majority of the calls were for reports of loose dogs, stray dogs, dog barking complaints, nuisance wildlife, dog bite investigations, deer struck by motor vehicle and dead animals in the roadway. The additional duty also assigned to the Animal Control Officer is the enforcement of parking violations. During 2019, changes to the municipal parking lots in the town created a flurry of parking violations. A total of 273 parking citations for overtime parking, 43 citations for warnings for overtime, 11 citations for wrong direction, 23 warnings for no parking (mostly Railroad Ave lot) and 5 handicap violations.

The Stoughton Board of Selectmen, all town departments, Finance Committee, town meeting members, town boards and the Stoughton residents have been supportive of our Police Department. The support of your Police Department has not gone unnoticed and our commitment to community engagement continues to be one of our priorities. We remain committed to the safety and security of our community and must continue to strive to strengthen the community trust and collaborate within the community we serve. We welcome your feedback and interaction as this is your Stoughton Police Department.

PROCUREMENT OFFICE

Fran Bruttaniti – Procurement Officer
Sara Blackader – Senior Clerk II

MISSION STATEMENT: The mission of the Procurement Department is to obtain the goods and services the Town's departments require to fulfil their organization needs to meet the strategic mission of the Town. The Procurement Office does this through an open, transparent, competitive bidding process in accordance with the public bidding statutes. It is the vision of the Procurement Department to develop contracts for the Town's needs either through bids or in partnerships with collaborative purchasing groups. The Procurement Office is responsible for reviewing and approving all purchase orders for the Town. In 2019, over 6,000 purchase orders were issued in compliance with the public procurement laws. In FY19, the department managed over 60 procurements and contract renewals. Currently the Procurement Office manages approximately 160 contracts for the Town.

In 2019, the Office managed the procurement process for the town's departments including services for the OPM and Architect for Public Safety Building Project, Muddy Pond Replacement Wells and Pump Station, Masonry Projects for the Fire Station and Town Hall, Replacement Doors at the DPW, Traffic Lights, Street Lights, Snow Plowing Operations, and Food Establishment Inspection Services.

The Town participates in several collaborative bids which has resulted in lower prices for the Town. Those collaborative bids include the Stoughton Public Schools for elevator maintenance, roofing, electrical and HVAC repair and maintenance, fire alarm, Norfolk Country for fuel purchasing, South East Regional Services Group for DPW supplies and chemicals, and Town of Medway for salt purchasing. The Procurement Office has an open door policy and continues to welcome visits from local business representatives, selectpersons, town meeting representatives, committee members and residents regarding the Town's procurement processes. The Department is also dedicated to working with potential and current vendors about current and future bids.

PUBLIC HEALTH ASSOCIATION

Janiece Bruce - Administrator

Stoughton Public Health Association continues to provide excellent skilled services to patients and residents in Stoughton and neighboring towns. Our agency's mission is to deliver quality care to all individuals within our community, and neighboring communities, with respect to professionalism and confidentiality. As a certified homecare agency, we provide skilled nursing, physical therapy, occupational therapy, speech therapy, medical social work services, and home health aide services to a wide variety of patients, as well as public health activities. In FY19, Stoughton Public Health Association made a total of 4,798 visits.

In June, the VNA had our long anticipated Department of Public Health onsite survey for recertification of the agency. This was the first survey since the new CMS "Conditions of Participation" went into effect last year. Two state surveyors came for three days to assess our compliance with CMS regulations. The process went well and at the end of the survey, Stoughton Public Health Association was found to be in substantial compliance with the Federal Conditions of Participation.

In July of 2019, we hit the "one-year mark" of being on Electronic Health Records with NDOC, the software platform we are using. The year was full of challenges, but we finally feel that we are competent with the system. Due to the constant changes in regulations, it is imperative that the software stay current with any regulatory changes. We are pleased that NDOC is proactive with new regulations and provides our agency with constant updates. When the DPH survey was performed, the surveyors also felt the system was easy for them to navigate. A positive comment the surveyors made during their exit interview was that

they were pleased how the clinicians did not allow the electronic charting to be the focus of the patient visit. Our staff have made a conscious effort to keep the skilled home visit patient-centered, not allowing their electronic device to become a barrier.

Emergency Planning continues to be a part of our patient visits as well as in the town's community planning. Each patient is assessed upon admission for their individual needs, and what the patient's ability would be to shelter in place in case of an emergency. The patient and/or family is engaged in the subject of emergency planning and in establishing a plan for themselves in the event of an emergency. This plan may involve staying home alone or with support services, or knowing that they may need to go stay with a family member. They also know that if they are a "priority one" they will not be able to stay home and may actually need to stay at a medical facility due to their health/physical conditions.

In October, Stoughton Public Health Association held its first annual seasonal flu clinic at the new Stoughton High School. Having our flu clinic at this location was important since the new school facility will be the town's designated Emergency Dispensing Site. Although this was not a "facility setup drill", we took this opportunity to assess the layout of the school to determine how we will want to create our new EDS plans. Our regional coalition planner, Deni Phaneuf, was present along with our fire and police chiefs, board of health, facilities supervisor and other town employees. In the event of an actual emergency that would require the rapid dispensing of medication, the high school would be where residents would go for assistance.

CMS has been very active with both regulatory changes and agency audits. In August, CMS chose SVNA to be in a Targeted Probe and Educate Audit (TPE) along with many other homecare agencies. This focus of this audit was to be for therapy utilization. Although our case load is low as compared to large agencies, we were assigned an audit of twenty records which was comparable to large agencies. Currently we are in the appeals process for several records hoping to recoup payment.

A huge industry change for Home Health Care started on January 1, 2020. The payment system for Medicare had been the same for 20 years under the Prospective Payment System (PPS). Starting in January, homecare has moved to PDGM, or Patient Driven Grouping Model. This is a total overhaul in the payment structure and now divides a 60-day episode of care into two 30 day payments. Both payments for the same episode are calculated at different rates with the second 30 days at a lower reimbursement unless a significant change in a patient's condition occurs. It also removes therapy thresholds as a factor for reimbursement. Currently, an agency such as Stoughton Public Health that does have a high utilization of therapy will find it costlier to provide the same amount of therapy visits. Factors such as diagnosis, comorbidities, functional ability, the patient's acuity level, timing and referral source will indicate and justify the need for therapy as well as other services. PDGM is going to affect many of our agency's practices starting with the intake and referral process, coding, case management, and billing practices. Our Quality Assurance Performance Improvement (QAPI) program continues to be agency wide and the committee consists of nurses, therapists, and administrative personnel. We hold quarterly meetings to review the latest outcome reports, adverse events, and patient satisfaction reports to identify any problem areas and evaluated how effective our quality improvement activities are. We continue to focus our efforts on our agency goal to reduce preventable re-hospitalizations. Our re-hospitalization rates vary, but by the most recent data on CMS's Home Health Compare, our re-hospitalization rates finally fell below the Massachusetts average.

Educational programs are ongoing for the staff to stay updated on any new regulations, programs, and products. Some of the programs this year were:

- Training sessions on our new NDOC electronic health records
- Vaccine training program
- Monthly staff meetings with updates
- Annual mandatory policy review
- Medicare's Conditions of Participation
- Home Care Alliance of Mass Meetings
- Oasis D-1

- PDGM (CMS's new payment model)

Our agency's policies are reviewed annually, updated, and revised. As compared to last year with the vast new regulatory changes, this year's policy changes were minimal. We revised three policies to better align the wording with new CMS regulations, and one new policy was created regarding Pest Control in homecare.

As a Public Health Department, we participate in town activities that most homecare agencies do not. Activities that involve other departments and work toward a stronger, healthier community is an important part of our mission. Some of those activities include:

- Communicable Disease Tracking
- Health and Wellness Fairs
- Prescription Drug Takeback
- OASIS
- Town's Wellness Committee
- Weekly Blood Pressure Clinics
- Annual Rabies Clinic
- Seasonal Flu Clinics
- Public Health Home Visits
- Emergency Preparedness with our newly formed LEPC and with our regional coalition
- MIIA Safety Meetings
- Our "Converse With a Nurse" program in the Public Health/VNA office on Thursdays from 4-6pm or by appointment.

Financially speaking, the Stoughton Public Health Association has stayed fairly consistent in our expenditures and reimbursements as the previous two years. Our revenues totaled \$850,384 and our total operational expenses including salaries were \$776,156. This left us with an excess of \$74,228 above operating costs. The indirect costs for our agency totaled \$250,558 which are funded through our Enterprise Fund.

Most of our revenues come from insurance reimbursement for skilled services. Currently we accept Medicare, Medicaid, select Tufts and Harvard Pilgrim plans, as well as Worker's Comp. We continue to try to expand our insurance base, most recently with an application submitted for a third time to Blue Cross and Blue Shields of Massachusetts.

Staffing at the VNA has essentially stayed the same this past year except for a slight decrease in clerical hours. This was as a result of transitioning to electronic health records and the decrease need for manual data entry which could be very time consuming. Our agency was very sad to say good bye to a wonderful nurse case manager that has been with us for twenty years. Fortunately, we were able to fill the vacancy quickly with one of our per diem nurses that applied for a permanent position.

A goal for our agency in the coming year, along with thriving under PDGM, is to increase our patient referrals. Although our numbers fluctuate as do other agencies, we feel our community connection is important and that patients have a RIGHT to choose a home care of their choice. We are proud of the care that we provide and that our outcome scores are above the national average. Even more important is the fact that our patient satisfaction is outstanding and people want our services. Through a targeted marketing strategy with referral sources and an increased visibility in the community we hope to increase our referrals.

If in the Town Hall, please feel free to stop by our office on the second floor and say hello. We are here to answer any questions you may have, or provide you with informational resources. Please remember to ask for us if you or a loved one are in need of homecare services!

We wish everyone a Healthy, Happy 2020!!

PUBLIC WORKS DEPARTMENT

Thomas J. Fitzgerald, Director

INTRODUCTION

The Stoughton Department of Public Works is responsible for a variety of services that affect all our municipal

Departments, many outside organizations, and you the residents of Stoughton. Our DPW consists of Forestry & Parks, Highway, Water, Sewer, Sanitation, Vehicle Maintenance, Street Lights, Snow Removal and Office Administration.

Care, custody, and maintenance of Town infrastructure includes more than 220 lane miles of town roads, snowplowing, deicing, cleaning and repairing of storm drains, water treatment and distribution, wastewater collection and sewer pump stations, forestry, trash and recyclables collection. Together these municipal divisions provide uninterrupted effective and efficient services to the residents of Stoughton. Our goal is to protect, promote, and sustain the community.

The following report details work done by the various departments under the auspices of the DPW during the last calendar year:

WATER DEPARTMENT

In 2019, the Water Department, with 4% assistance of our MWRA Canton connection, supplied potable water to Stoughton customers.

We pumped a total of 663,170,000 gallons of water during 2019, which was a 2% decrease from 2018. Our average daily water consumed was 1,816,904 gallons. Our Water Department repaired 11 water main breaks and replaced/repaired 31 water services. There were 31 water inspections done for approved contractors we and installed 3 services to new customers. Water service replacement is an ongoing program that ensures quality service to our customers, and prevents leakage before it becomes a maintenance problem. 16 Fire Flow Tests were done for different commercial businesses in Town.

We conducted Directional Hydrant Flushing in the Fall of 2019 for the purpose of removing mineral and biofilm buildup from the distribution pipes. This exercise flushes water at high velocity to pull this buildup out of the pipes and serves to maintain water quality. This exercise will continue on a yearly maintenance schedule.

The leak detection program monitors the entire distribution system on a yearly basis in the Spring. 13 leaks were found and repaired on water mains, services and hydrants

with a total estimated leakage of 90,720 gpd that would have otherwise gone undetected. This helps keep unaccounted for water (UAW) to a minimum. The hydrant replacement program continues with 17 hydrants replaced/repared. We had approximately 995 feet of new water main installed, tested and added to our system, which brings our total length of water mains up to 151 miles.

In calendar year 2019, we experienced no coliform hits at any pump stations, raw or finished water. Nor did we experience any hits in the distribution system.

Project Design and construction work continues on the following water source and metering projects:

1. Plain Street Water Treatment plant for Stations 3, 4 & 5, for iron and manganese removal is now 99% constructed and operational;
2. New Muddy Pond Source Well and pump station to replace old wells and pump station is 100% designed, bid and a contractor is on board to begin construction in April 2020. This project should take about 1 year to complete;
3. The fixed network water metering system for large commercial meters is also 99% complete; and
4. Our water consulting engineer has completed the water distribution system hydraulic model. The results of this model will help decision making for the future distribution system maintenance and improvements and master planning.

The Consumer Confidence report was completed and available to every home in July 2019 as required by DEP. This report outlines the results of the quality of our water for 2018.

SEWER DEPARTMENT

The Sewer Department was extremely busy this year TV inspecting, cleaning, flushing and water jetting portions of the 89.5 miles of sewer lines in the Towns' system. The sewer jet truck continues to keep the main lines free and reduce sewer blockages by keeping the collection lines open on a maintenance schedule, and in responding to residents for immediate sewer backups.

The sewer camera truck remains a significant resource and cost saving tool in sewer investigative work. Numerous leaks were detected and then repaired by the Sewer Department and/or contracted out. Monitoring of all new sewer line installations and/or repairs has proven to be a valuable asset in our quest to keep our system leak free.

The I&I program (Infiltration and Inflow) continues to reduce the leakage in our sewer system but always more work continues to be done to the aging collection system to keep this flow down. Keeping the cost of our MWRA sewer flow share as low as possible is the goal. The next phase of sewer rehabilitation continues, and is 99% complete. In the following phase of design, attention will continue to be toward infiltration in low-lying wet areas to identify large leaks in these high groundwater areas.

The twelve (12) sewer pump stations the Town presently owns are in relatively good shape as they continue to be maintained to obtain a maximum life span for the important Town assets that operate 24/7/365.

This year the Sewer Department responded to 27 blocked sewer connections, which are handled by the Sewer Department personnel. A special thanks to the people of this crew for their responsiveness and professionalism while working under adverse conditions.

SANITATION DEPARTMENT

In 2019, the DPW collected and disposed of 8835 tons of trash and 3587 tons of recyclables from Stoughton households. This Department continues to provide unmatched service to our customers at a very low cost. Our agreement with SEMASS guarantees a direct disposal site through the year 2030. We continue to collect and dispose of large items and TV's on a weekly basis.

HIGHWAY DEPARTMENT

Roadwork in the "square" was started this construction season and will be completed in the summer of 2020. The project consists of curb and sidewalk replacement, new pavement, marking s and signal upgrades. We continue our street sign replacement program and plan to replace old faded and damaged signs and rusty poles. This is an on-going maintenance program as needed.

All roads were swept numerous times in the Spring/Summer as needed and the center is swept twice a week ten months a year (weather permitting).

Snow plowing in calendar year 2019 amounted to 10 snowstorms and 12 sanding/events. Technology continues to develop and improve in this area. We are currently working on a new roadway brine pre- treatment technique to become more efficient on roadway applications for cost efficiency and safety.

FORESTRY AND PARKS DEPARTMENT

Tree trimming and hazardous tree removal are priorities of this department. A Town approved contractor removed 37 trees, 100 trees removed by the Forestry Dept. and 21 stumps were grinded.

Tree removal and safety is an on-going priority of the DPW. All roadside mowing is done on an annual basis. Mowing and maintenance of the parks, playgrounds, cemeteries, and memorials also fall under this department on an as needed basis to help keep the town looking good.

MAINTENANCE DEPARTMENT

Mechanical Maintenance of equipment is of the highest priority to function properly and effectively. Our crew of skilled mechanics help keep costs down and equipment functional on a daily basis by not having to outsource repairs. Town members have

done an exemplary job in approving new equipment, which was surely needed. Consideration should be given to the continued practice of replacing older equipment, as it is more cost effective. Our mechanics do an outstanding job of keeping our equipment operable and we truly appreciate their commitment to their jobs and all that they accomplish within their budget.

CONCLUSION

The DPW assets consisting of 8 water pump stations, 2 new water treatment plants , 12 sewer pump stations, 4 water tanks and the DPW Complex itself continues to serve the residents of the Town and its employees well into the future. We thank the residents of the Town of Stoughton for their co-operation in enabling these projects to be completed.

My sincere thanks to the men and women of the Stoughton DPW. Their assistance and dedication is greatly appreciated in helping this Department to reach the level of professionalism and productivity we strive for.

RECREATION DEPARTMENT

Matthew Cauchon - Recreation Director

Molly Reid - Program Facilitator

Staff

Come the start of September 2019, the Recreation Department was able to hire a full time program facilitator to serve under the direction of the Recreation Director. Molly Reid was interviewed and hired. She comes to us with years of program and office experience from Weston, MA Parks and Recreation. Molly has fresh ideas, innovative thinking, and has shown the ability to run quality programs that continue to grow. Our department will surely benefit from all her dedication to the community.

Programming

The department has invested most of its time improving the quality of recreation programs but also the number of offerings to the public. The 2019 year has seen the most activities run yet out of our department at 206. All while maintaining our commitment to quality, beneficial programming that allows our community members to grow physically, mentally, and emotionally through recreational opportunity.

This past summer was filled with new programs and excitement throughout the department. The introduction of our Knights of Summer program in collaboration with the Stoughton Public Schools brought in over 158 additional registrations to our Summer Playground Program. This program provided additional child care and transportation to our program at the South School for parents seeking an afternoon option after their program at the Middle School concluded at a very affordable rate. The department introduced our July Parks & Rec month calendar filled with programs everyday ranging from Free Yoga in the park, pay your age at Cedar Hill, and Family Fun programs at the parks. Our Open Playground program was filled with new activities thanks to the hard work and planning from our part time staff. The summer of 2020 we look to expand this program with a Teen Outer Limits program which will be for grades 7-9 and focus on teambuilding, leadership and fun to this underserved market.

Playground registrations: 158

Our **Pre Playground** program saw our most successful summer to date. Each week was sold out completely even with our addition of a second classroom. The department added field trips to the program with trips to Halloran Park, Bradley Lessa Playground, Franklin Park Zoo, and Edaville Railroad.

Pre Playground Registrations: 20 per week/7 weeks

The end of the 2019 summer concluded with the departments first “Extreme Week” which was a week filled with full day field trips that included; Canobie Lake Park, Paintball, and Urban Air Adventures. This program was so popular that in the summer of 2020 we will be expanding the trips to more ages and new locations. We will also be adding a new Teen program “Stoughton Outer Limits” which will focus on leadership skills while embarking on a daily field trip for grades 7-9. The Summer Golf clinic at Cedar Hill was a success again this summer with two weeks sold out as well as the Norfolk DA clinic that also sold out.

The **Waterfront at Ames Pond** was as crowded as ever. Our numbers continued to grow this year with visitors through the gate reaching beyond 4,000 for the season and up 11% from last year. With the summer weather being extreme, the pond was a haven to cool off and enjoy some family time. Swim lessons continued to grow up by 23% and new staff brought new energy to the beachfront. The pond staff did encounter multiple issues with out of town guests. Stoughton Police Department was involved with the incidences and a training with the life guards was completed. We will continue to work closely with police to prevent any issues at the Pond. Lastly, as always, our water was tested for quality, once again, for ten straight weeks and we were happy to report no issues and zero concerns. A big thank you to the Stoughton Health Department with their assistance in testing this year. **Total counted through the gate: 4,782 Swim lessons numbers: 95 Registered**

Fall and winter programs were full of staples such as Tiny Tykes soccer, adult and children’s ceramics, and Blue Hills Ski and Snowboard lessons. Culinary Creations continued to expand and sell out on a consistent basis. New programming for the Fall and winter included Volleyball Clinic, 3D Toy Design, and MAXX Mini Monsters. We expanded our Adult programming with Pickleball, Nature Walks, Printmaking, and seasonal art workshops.

Community Events

All events in 2019 have been extremely successful. The 4th of July Parade saw people lined down Washington street and crowded in the center of town. Stoughton Day, which ran this past September, was a resounding hit with thousands of community members showing to enjoy a beautiful day outside. Bands, food trucks, and over 60 local businesses entertained the crowd. The running of the 2nd annual Stoughton Halloween Costume 5k had 55 runners take part. The Recreation Department in collaboration with the Stoughton Police Department brought back the Haunted Hayride at Cedar Hill Golf Course. This was an extremely successful event with 800+ tickets sold.

Lastly, the Holiday Parade of Lights went off without a hitch. It was cold, but over 20 businesses entered incredible light displays with Stoughton DPW taking the prize for best float of the parade. The warm up event followed at OMS with fresh baked cookies and hot chocolate. Photos with Santa, dance groups and the SHS music department kept the crowd of hundreds entertained.

Facilities

Rehabilitation of the playground at the Town of Stoughton Recreation Athletic Complex was the main focus during 2019. Construction took place in July and wrapped up in mid-September with only a few minor weather delays. While the new playground sits behind the Wilkins School it is a community playground open to everyone. The Recreation Department brought the use of technology down to Ames Pond this past summer. This introduction of technology helped us collect more data of pass purchases and visits to the beachfront.

The John. W Denison Athletic Complex continues to be our largest facilities and most used. In the summer/fall sports seasons, the Stoughton Recreation Department permitted thousands of hours of playing time. This was time given to STOYAC, Stoughton Youth Baseball, Stoughton Youth Flag Football, and various adult leagues and private rentals – all in addition to interscholastic practices and games. We thank Joyce Husseini and her hard working facilities staff for their endless support in maintaining the fields and Athletic Director Ryan Donahue for this flexibility and communication scheduling games and practices for our SHS athletes.

Halloran Park and the Bradley Lessa Memorial Playground continue to be destination playgrounds for individuals and families in town as well as surrounding communities. We would like to thank Stoughton DPW & Paul Giffune and his facilities staff for all their upkeep of these parks and playgrounds. We have expanded programming at Halloran Park with concerts in the park in partnership with the Stoughton Lions Club during the summer months, along with movie nights for families, and numerous outdoor activities. This fall our department was excited to have moved over to our new location at 15 Pleasant street in Stoughton. With the new space we will be able to offer new and exciting programs for all in our community. We look forward to helping bring more foot traffic to the downtown and offer more quality and affordable programs. Once construction of the ADA bathrooms is complete we will be open to the public and will start holding programs.

Our department is as busy as ever with the expansion of new programming, community events, and the maintenance of our facilities. We would like to thank Stoughton DPW for all their hard work at keeping our parks beautiful and all their generous help with community events. We would also like to thank Stoughton Fire, Police and all town departments for their help. Lastly, we would like to thank the Stoughton Community for all their tremendous support throughout 2019.

TOWN ACCOUNTANT

William J. Rowe, C.P.A. – Town Accountant
Mary Jane Martin – Assistant Town Accountant
Edward J. O’Keefe – Senior Clerk
Susan Lane – Part-time Clerk

Brenda Harrington left us as part-time clerk in August, 2019 after 3 years of excellent service. We all wish her well.

Susan Lane was hired as part-time clerk in December, 2019. She has extensive accounting experience and previously served at the Library.

Powers & Sullivan, LLC was selected as our new independent outside auditor. They will be responsible for the audits of FY2018, FY2019 and FY2020. We want to thank R.E. Brown & Company for their outstanding auditing services since FY2003.

The Town issued \$2,495,000 of general long-term bonds in October, 2019 to Fidelity Capital Markets at a true interest cost of 1.557704%.

Once again this year, we were able to close the books and have our free cash certified by November 15. Free cash came in at \$4,040,005. Many thanks to our Treasurer/Collector Paula Nute, Director of Assessing Joe Gibbons and their staffs for their persistence and long hours in getting this accomplished.

Town meeting in May authorized borrowing of \$6,799,963 and utilized unexpended proceeds of \$164,717 from old articles to fund new articles.

Our department processed 6,171 purchase requisitions and 22,722 vendor invoices during FY2019.

TOWN CLERK

Stephanie G. Carrara, Interim Town Clerk, CMC/MMC

Kellie Johnson, Senior Clerk

Maureen Robinson, Part Time Principal Clerk/Genealogy Specialist

2019 was a quiet election year in the Town Clerks Office.

Elections

There were one (1) elections in 2019:

Annual Town Election in April – 2,031 ballots cast – 10.4 % turnout

Board of Registrars

The Board of Registrars consists of Stephanie G. Carrara, Interim Town Clerk, Alethea A. McFarlane and Jeremy Gillis. The Town Clerks Office registered on average 1,800 voters, sent out 1,200 confirmation mailings to voters to update their status for the upcoming 2020 election year and deleted 832 voters in 2019. Our other member Jared P. Rose decided to resign and run for a state office. We wish him all the best. The Town of Stoughton's population is 23,174 which has gone up since 2018.

Census

The Annual Town Census was conducted in February, entirely by mail, with over 12,000 forms mailed to residences.

The local census assists the Town Clerk in putting together the Street List (resident book) and the Jury List. Major functions served by an annual local census are:

- Information collected for municipal purposes
- School needs
- Growth and planning needs
- Resident identification for police and fire
- Collection of dog information
- Veteran Information
- Information for the Jury Commissioners
- Determining inactive voter status for voter removal as required by the National Voter Registration Act.

Town Meeting

We held our Annual Town Meeting in May in six (6) sessions. The following were completed in a timely manner – recap sheet, certified articles, bonding articles sent to Department of Revenue, and bylaw changes sent to the Attorney General for approval. The Attorney General approved the bylaw changes.

A budget of \$103,895,759 was voted on.

We also had a Special Town Meeting in December which was a successful and lasted (1) session.

Vital Statistics and Licensing

During the calendar year 2018, the following Vital Statistics were recorded in the Town Clerks Office: Births – 350 Marriages – 154 Deaths – 347

Since the Registry of Motor Vehicles developed the Real ID, the Town Clerks Office provided over 6,500 certified copies of birth, death, and marriages to customers. Also issued were 1800 dog licenses; 157 business certificates, and 43 renewals for underground storage tanks.

Since the departure of Amy S. Akell, Town Clerk who has moved on taking a new Town Clerk role in Ipswich Massachusetts, I would like to take this opportunity to thank Kellie Johnson and Maureen Robinson for the assistance they have given me in my new role as

Interim Town Clerk. They each have taken on added duties in the office with ease and are always eager to learn. We all wish Amy the best in her new position.

TREASURER/COLLECTOR DEPARTMENT

Paula Nute, CMMT/CMMC – Treasurer/Collector
Jason Caravaggio – Assistant Treasurer/Collector
Theresa Cardoso – Senior Clerk II - Treasurer's Department
Pearl Faria – Senior Clerk II - Treasurer's Department
Elsa Moriarty – Senior Clerk/Cashier - Collector's Department
Denise Cardinal – Senior Clerk/Cashier - Collector's Department

The Assistant Treasurer/Collector's position became vacant in March of 2019 but was filled with the hiring of Jason Caravaggio in April of 2019. One of the Senior Clerk/Cashier positions IN THE Collector's Department became vacant in March of 2019 as well, and was filled with the hiring of Denise Cardinal in November of 2019.

The collections of tax receivables: real estate, personal property, and motor vehicle excise tax, betterments, and water/sewer/trash (committed to the real estate tax bills) payments totaled \$79,393,000.00.

The collections of tax title payments totaled \$621,000.00.

The collections of water/sewer/trash payments totaled \$12,558,000.00.

The total collections from January 1, 2019 to December 31, 2019 of the above three categories; tax receivables, tax title and water/sewer/trash totaled \$92,571,000.00.

The Munis Motor Vehicle Excise Tax Collection system was implemented in calendar year 2018 and went live on August 22, 2019. The change to the Munis system for collections of motor vehicle excise tax took some time for the staff to acclimate to the system but all staff members in the Collector's Department have adapted well. The collections of real estate, personal property and tax title through the Munis system will begin July 1, 2020 for FY21. This will complete the conversion to Munis for the collections of tax receivables. Implementation of the Munis Utility Billing for collections of water, sewer and trash bills had been put on hold in FY18 so that implementation of the Munis Tax Receivable system could be put in place. Once the Tax Receivable system is fully functional, training for the Utility Billing will begin again. This should be shortly after the beginning of FY21

The Town was not awarded any parcels of land through Land Court Foreclosure proceedings during this time period.

With the help of the Treasurer/Collector staff and some help by two former employees, the FY19 collections of tax receivables and water/sewer/trash receivables and monthly bank reconciliations were completed in a timely manner to get the Town of Stoughton's "free cash" certified by the DOR/DLS in the month of November 2019.

A \$2,119,000.00 Bond Anticipation Note (BAN) was issued in June of 2019. This issuance came with an \$8,400.00 BAN premium.

A \$2,495,000.00 General Obligation Bond (GOB) with a Bond Premium of \$329,000.00 sold on October 24, 2019. This GOB was for various authorized Bond articles, i.e. Town, School, Library, CPA and Water, along with paying the BAN issued in June 2019.

Two Massachusetts Water Resources Authority (MWRA) 0% interest loans were issued in 2019; one in June of 2019 for \$32,500.00 with a \$97,500.00 Grant and one in December of 2019 for \$293,750.00 with a \$881,250.00 Grant.

A Massachusetts Clean Water Trust loan of \$400,000.00 was issued in October of 2019. This loan has a 2% loan interest rate and helps the residents of Stoughton with funds needed for septic issues.

Other tasks that were completed from January 1, 2019 to December 31, 2019 in the Treasurer's Department were paying treasurer and collector invoices, collections of treasurer receipts, creation and posting of tax receivable turnovers, posting of treasurer turnovers, dealing with Land Court and Bankruptcy cases, stuffing and mailing approximately 9,200 Accounts Payable checks, creation of approximately 1,255 Municipal Lien Certificates (MLCs), monthly bank reconciliations, and getting collected funds deposited to the bank in a timely manner so interest income could start to accrue on the collected funds.

All these tasks could not have been completed without the hard work and determination of the great staff in the Treasurer/Collector's Department. I'd like to thank Jason, Theresa, Pearl, Elsa, and Denise for all the hard work that was put in from January 1, 2019 to December 31, 2019. I'd also like to thank Susan Herman, Internal Auditor, as well as Kathy Cayton, Assistant Assessor, for assisting the Treasurer's Department with work backed up due to staff turnover and the shortage of staff in the Collector's Department. A team effort was put forth by all.

DEPARTMENT OF VETERANS' SERVICES

Michael Pazyra, Veterans' Agent

With the passing of our WWII, Korean and Vietnam veterans, the veteran's population has continued to decline. For several generations now no American has been obligated to serve in the military and few have and few do. The burden of sacrifice shown by those who have served and who are serving cannot be overstated. Today less than 1% of our citizens serve in the military. It is far from uncommon to see our military troops enduring multiple tours of duty in virtually all areas of the world. British Prime Minister Winston Churchill's famous quote during the Battle of Britain holds true today in this Country regarding those who are serving relative to the general population. To paraphrase, "Never has so much been owed by so many to so few".

Fortunately, many benefits are available for those who have served. State benefits available through the Department of Veterans' Services, include the Welcome Home Bonus for honorably discharged veterans, annuities for dependents and 100% service-connected disabled veterans, education benefits, real-estate tax exemptions, burial

benefits and direct financial, fuel and medical assistance through Massachusetts General Law Chapter 115.

MGL Chapter 115 is an earned benefit program that works in conjunction with the Cities and Towns of the State. The earned benefits paid by a community can only be paid to those veterans, dependents and surviving spouses who actually reside in the community. Assistance eligibility is determined through various financial means criteria. There is little judgment involved regarding the granting of these earned benefits. 75% of the assistance granted is reimbursed by the State to the Cities and Towns providing the assistance. Also reimbursed at 75% is the cost of all cemetery flags purchased for the 9 cemeteries in the Town. Reimbursements are processed and paid quarterly, approximately a year after funds are expended.

In FY2019 this office processed \$425,668 of direct assistance to Stoughton veterans, their dependents and surviving spouses through MGL Chapter 115. This was a decrease from the \$526,657 processed in FY2018. As of when this report was written, the FY2020 Cherry Sheet shows \$432,278 being reimbursed to Stoughton. As of January 2020, FY2020 veterans' benefits were tracking towards a total of approximately \$465,000, a slight increase over FY2019.

There are 2 main reasons for the decrease from FY2018 to FY2019. First is the aforementioned declining veteran's population, along with the veteran's dependent population. Second, is our success in finding alternative sources of income for our clients, mostly through the Veterans Administration.

That being said, while Stoughton ranks approximately 63rd in population of Cities and Towns in Massachusetts; of all the Cities and Towns in the State, Stoughton ranks 24th in providing MGL Chapter 115 benefits and 21st by zip code in procuring benefits from the Veterans Administration.

State annuities of \$2000/year are currently paid to 101 100% service-connected disabled veterans and 28 of their surviving spouses.

Regarding real estate tax exemptions, currently 132 disabled veterans receive a \$400 exemption, 73 100% service-connected disabled veterans or their surviving spouses receive a \$1000 exemption and 20 surviving spouses receive a FULL exemption, as their spouses died as a direct result of their military service.

Federal benefits, available through the Veterans Administration, include service-connected disability compensation, non-service connected pensions, dependency and indemnity compensation for surviving dependents, burial benefits, health care benefits, education benefits, home loan guaranties, aid & attendance and other benefits. The caseload in this area has continued to grow over the years, even with a declining veteran's population, as veterans are now much more aware of benefits they have earned. This office handles hundreds of these cases annually.

Applications for Aid & Attendance, as in the past few years, continue to grow due to the aging veteran's population, most associated with the Assisted Living facilities in the immediate area. Most of the residents are elderly and given that, unlike today, virtually all men prior to the end of the draft in 1973 served their Country, many veterans and their surviving spouses are eligible for the benefit.

Also applications to the Veterans Administration health care system continue to grow. Many veterans can no longer afford their private health insurance premiums and now look to the VA for their health care. The Boston VA Healthcare System with facilities in Brockton, Jamaica Plain and West Roxbury is one of the best, if not the best, VA health care system in the Country.

On an annual basis, the Veterans' Office successfully processes VA claims that result in upwards of \$500,000 or more in Federal benefits that go directly into the pockets of Stoughton veterans, dependents and surviving spouses. The latest information available shows approximately \$7,529,000 in Federal benefits being received annually by these Stoughton residents. Fully 60% of the workload in this office is processing Federal claims.

This office has also successfully assisted veterans in applying for Social Security Disability Income, Mass Health medical benefits, Prescription Advantage, Medicare D drug prescription plans, SNAP benefits (food stamps), Medigap and Medicare Advantage insurance plans and other benefits more typically associated with work done by SHINE counselors. Also, through generous donations from Stoughton's residents, this office has in that past been able to offer some measure of help to those in need who fall just outside the scope of existing programs. As this report is being written this office may be able to offer this assistance again in FY2020.

Another function of this office is establishing and maintaining contact with State and Federal representatives and agencies to advocate for changes in State and Federal laws to further benefit veterans.

In addition we are responsible for overseeing the maintenance of all veteran's graves and memorials and for conducting appropriate ceremonies on Memorial Day, Veterans Day and during other patriotic events. We are responsible for reviewing all Memorial Square Dedication applications and making recommendations to the Board of Selectmen. Upon approval, we conduct dignified dedications. Also, when called on we are available and conduct appropriate ceremonies at the time of the death of a veteran.

As we conclude this report every year, this office continues to work diligently to ensure that the men and women who have served and are serving their Country continue to receive all the benefits they have earned to honor their service. Whether during times of political and economic uncertainty or stability, it should be remembered that veterans, and by extension their families, have provided a service and justly deserve all of the best opportunities and benefits due them. Massachusetts continues to remain the number one state in the country in providing for its veterans, their dependents and surviving spouses.

Finally, and as always, this office would like to express our sincere gratitude to all of our veterans, and especially to our active duty military personnel and their families who continue year after year to bear such a disproportionate sacrifice and share in the cost of our current conflicts and in service to our Nation.

ZONING BOARD OF APPEAL

Regular Members

Sherman L. Epro, Chairman

Gary Ilacqua, Vice Chairman

Marguerite M. Mitchell, Secretary

Daniel Pessia

Steven Argentieri – resigned July 2019

Paul Demusz – appointed July 2019

Alternate Member(s): Shane McNeill and Paul Demusz (until new appointment)

The Zoning Board of Appeals held 14 meetings in 2019 for a total of 16 new hearings, 1 modification of a special permit, and 1 continued special permit case in which both were granted. There were 3 applications for Variances, 2 Granted and 1 Denied. There were 13 Special Permit Applications with 12 Granted and 1 Continued. The Board granted 8 special permit renewals in December.

The Board meets at 7:30 p.m. in the Town Hall on the first and third Thursday of the month.

Variances granted must be exercised within one year of the date of the granting. The Board has the authority to grant one six-month extension, which must be requested by the petitioner, in writing, prior to the expiration of the one-year permit.

Special Permits expire at the end of the grant period and are renewable upon written request of the petitioner. They are not transferable.

REPORT OF THE NORFOLK COUNTY MOSQUITO CONTROL DISTRICT

NCMCD operations apply an Integrated Pest Management (IPM) approach to mosquito control that is rational, environmentally sensitive, and cost effective.

Surveillance

NCMCD is engaged in an intensive monitoring process through weekly field collections and data analysis in collaboration with the Massachusetts Department of Public Health (MDPH) to detect for disease-vectoring mosquitoes. Virus isolations assist us in focusing our surveillance to hot zones thereby allowing us to alert nearby towns of a potential epidemic. Public requests for service alert us to high numbers of nuisance mosquitoes.

Virus Isolations in the town:	16 samples submitted, with 0 isolations in 2019
Requests for service:	461

Water Management

Communication with residents and town/state/federal officials, site visits, monitoring, wildlife management, and land surveys while maintaining regulatory compliance is integral to the management of waterways that may contribute to mosquito breeding. Pre- to post-management documentation allows us to assess the efficacy of our work. Tire collections remove a common breeding site of mosquitoes.

Culverts cleared	32 culverts
Drainage ditches checked/hand cleaned	2,700 feet
Intensive hand clean/brushing*	0 feet
Mechanical water management	0 feet
Tires collected	33

** Combination of brush cutting and clearing of severely degraded drainage systems or streams by hand.*

Larval Control

When mosquito larval habitat management is not possible, larval mosquito abatement is the most environmentally friendly and effective method of mosquito control. An intensive monitoring program, aides in our decision to effectively target culprit locations.

Spring aerial larvicide applications	(April)	275.1 acres
Summer aerial larvicide applications	(May – August)	0 acres
Larval control - briquette & granular applications by hand		4.5 acres
Rain basin treatments – briquettes by hand (West Nile virus control)		2,334 basins
Abandoned/unopened pool or other manmade structures treated		1

Adult Control

Adult mosquito control is necessary when public health and/or quality of life is threatened either by disease agents, overwhelming populations, or both. Our surveillance program, along with service request data and state of the art GPS and computer equipment, allows us to focus our treatments to targeted areas.

Adult aerosol ultra low volume (ULV) applications from trucks	8,358 acres
Barrier applications on municipal property	0 applications, total of 0 gallon mix

David A. Lawson, Director

Norfolk County Registry of Deeds

William P. O'Donnell, Register
649 High Street, Dedham, MA 02026

This year we celebrated the rededication of the Norfolk County Registry of Deeds building. The rededication event was the culmination of an extensive repair and renovation project completed at the Registry during the 2019 calendar year. The improvements made at the Registry, including new wiring, painting, repair of ceiling and roof, will allow for further efficiencies for both our employees and customers alike.

The rededication event also saw the release of our Notable Land Records Book Volume 2. We highlighted a notable citizen from each of the twenty-eight Norfolk County

communities. These notable citizens included those who have contributed at the local, state and national levels. In addition, the honorees have distinguished themselves in many fields of endeavor including the arts, medicine, the law, military, diplomacy and government.

The Registry of Deeds is the principal office for real property records in Norfolk County. Its mission is to maintain and provide for accurate, reliable and accessible land records to all residents and businesses of Norfolk County. The Registry receives and records hundreds of thousands of documents annually. It houses more than 8.5 million land documents dating back to 1793 when George Washington was President. The Registry is a primary and indispensable resource for title examiners, mortgage lenders, municipal officials, homeowners, title examiners, real estate attorneys, genealogists and others with a need for land record information.

The Registry operates under the supervision of the elected Register, William P. O'Donnell, who has held the position since 2002.

2019 Registry Achievements

- Register William P. O'Donnell and his staff continued their direct outreach to town halls, senior centers, businesses, historical commissions and civic groups across Norfolk County. The Register held office hours at Stoughton Town Hall on November 19th.
- The Registry of Deeds Customer Service and Copy Center continues to provide residents and businesses with quality service. **This year alone, the Center handled more than 5,000 requests.** These requests included the filing of Homesteads, accessing deeds, verifying recorded property documents and assisting those in need of obtaining a mortgage discharge notice. Customers can contact the Customer Service and Copy Center at 781-461-6101. Hours of operations are 8:30am to 4:30pm, Monday through Friday.
- In calendar year 2019, **the Registry collected approximately \$55 million in revenue.**
- The Registry of Deeds continues to address legislative issues to benefit consumers. In 2019, we again filed legislation to advocate for mortgage transparency by requiring mortgage assignments be recorded at the appropriate Registry of Deeds.
- This year saw a record number of electronic recording filers, **approximately 1,685.** The Registry is approaching 50% of its recordings being done electronically.
- In 2019, we hit a record high of recording our **37,380 Registry of Deeds book.** For the sake of security and redundancy, we store our documents 3 different ways: hard copy, electronically and by microfiche.

- In calendar year 2019, the Registry processed over **12,000 Homestead applications**. The law Chapter 188 (M.G.L.) provides limited protection of one's primary residence against unsecured creditor claims.
- The Registry continues to fine tune its completed History Comes Alive Transcription program. The initiative, the first in New England, makes land recorded documents written by scribes of the 18th and 19th centuries in the old cursive hand writing style much easier to read by converting the words into easy-to-read electronic text. **The program earned the praise of two-time Pulitzer Prize historian, David McCullough.**
- The internet library of images, accessible to the public through the Registry of Deeds' online research system at www.norfolkdeeds.org continues to expand. Today, all documents dating back to the first ones recorded in 1793 are available for viewing.
- We also continued our commitment to cyber security with annual training of our employees.
- We have enhanced our website by including a genealogy page and a section highlighting land records of notable people – United States Presidents, military heroes, noted authors and leaders in their fields of education, environment and the law
- The Registry's website www.norfolkdeeds.org routinely updates the public on such news as real estate statistics, answers to frequently asked questions, the latest schedule for our community outreach initiatives, along with detailing of our consumer programs. Additionally, we also write a monthly column for various Norfolk County newspapers and their online websites. We also distribute a weekly press release to alert residents of the latest happenings as well as to remind them of our consumer services.
- The Registry's free Consumer Notification Service allows any county resident to opt in to this free notification service and be alerted when any land document – fraudulent or otherwise – is recorded against their name. For more information, please see our website at: www.norfolkdeeds.org. Currently, over 1,100 Norfolk County residents are signed up for this program.
- Register O'Donnell hosted a free computer seminar at the Registry to provide hands-on-training to the general public, municipal officials, real estate professionals, genealogists, and anyone with an interest in Norfolk County land documents.

- The Registry continued its community outreach commitment by working with Interfaith Social Services of Quincy, Father Bill's & MainSpring of Quincy, the VA Boston Healthcare System, Voluntary Service Program and InnerCity Weightlifting on our 'Suits for Success' program. We also support the New Life Furniture Bank of MA in Walpole to assist those who are in need of household items. ***Our Toys for Tots' Drive has collected over the years over 2,000 presents. Our Annual Holiday Food Drive continues to support Food Pantries in Norfolk County. This year's food drive collected enough groceries and household products to be able to visit multiple food pantries. Finally, the Registry has received more than 4,000 pieces of clothing donations for our "Suits for Success" programs.***

Stoughton Real Estate Activity Report January 1, 2019 – December 31, 2019

During 2019, Stoughton real estate activity saw increases in both total sales volume and average sales price.

There was a 7% increase in documents recorded at the Norfolk County Registry of Deeds for Stoughton in 2019, resulting in an increase of 365 documents from 5,405 to 5,770.

The total volume of real estate sales in Stoughton during 2019 was \$355,806,182, a 26% increase from 2018. The average sale price of homes and commercial property was also up 30% in Stoughton. The average sale was \$733,620.

The number of mortgages recorded (1,190) on Stoughton properties in 2019 was up 13% from the previous year. However, total mortgage indebtedness decreased 39% to \$476,549,323 during the same period.

There were 12 foreclosure deeds filed in Stoughton during 2019, representing a 48% decrease from the previous year when there were 23 foreclosure deeds filed.

Homestead activity increased 7% in Stoughton during 2019 with 539 homesteads filed compared to 502 in 2018.

The Stoughton notable land deeds selection for the Notable Land Records Volume 2 booklet was United State Senator William Maurice "Mo" Cowan. Senator Cowan was appointed to the United State Senate on February 1, 2013 due to the death of Senator Edward M. Kennedy in August of 2012. Senator Cowan served until the election and swearing in of U.S. Senator Edward Markey on July 16, 2013. Senator Cowan's appointment was an historic milestone. He served along with US Senator Tim Scott of South Carolina, making it the first time that two African-American served at the same time in the Senate

Finally, our objective at the Registry will always be to maintain, secure, accurate and accessible land records for the residents and businesses of Norfolk County. It is a privilege to serve you.

Respectfully submitted by,



William P. O'Donnell
Norfolk County Register of Deeds



This year we celebrated the rededication of the Norfolk County Registry of Deeds building.



Register O'Donnell was the guest speaker at the Braintree Men's Club.