

TO: Select Board

FROM: Thomas Calter, Town Manager

DATE: January 6, 2023

RE: Town Manager's Report – October/November 2022

ASSESSORS

CEDAR HILL

Cedar Hill is still open and have a few die hard golfers left. Gift certificate and membership sales are peaking. We are still trending about 20% higher than this time last year.

I am currently preparing equipment for the spring (ie:sharpening, oil changes, grease, and hydraulic oil changes as well as safety inspections on hoses and equipment). On the nicer days, I am doing tree work and monitoring the trees on the property.

BUSINESS DEVELOPMENT

FIRE

Administration

Stoughton Fire administration remains resilient and focused on progressing Stoughton emergency services so we can provide the community and its residents the best possible service. Our goal is to be efficient, effective, professional and customer service oriented. We will continue to be progressive in technology, tactical fire suppression techniques and emergency medicine science through education and training. Our hard work over the past year in developing teamwork, increasing morale, and creating an environment that allows for individual growth in a command structured environment. On November 18,2022, SFD members were recognized with Meritorious Service Awards for their actions during an extremely dangerous Motor Vehicle accident on 14 January for **Outstanding Acts of Heroism and Bravery at the 33rd Annual Firefighter of the Year Award Ceremony.**

Stoughton Fire has recently signed on with an EMS compliance company. Through a seminar I realized the importance of instituting a compliance program within the department. Even though we use a third-party vendor for EMS billing, the Fire Chief, Town Manager,Select Board and other policy makers are held accountable for any fraud or other illegal activity that could occur through ambulance billing. Having a compliance program not only protects us, the IRS rarely holds a department or Town accountable for third party actions.. I believe we are the first fire department in the state to invest in an EMS compliance program.

Our department hired 3 new firefighters. Jack Goldberg, Meghan Hill and Anthony McCauley began on 24 October 2022. Firefighter's Goldberg and Hill began the Brockton Fire Academy on 21 November 2022. Firefighter McCauley came to Stoughton Fire already Academy trained and is assigned to emergency response with Group 3. We are truly excited to have them in the department.

We continue to support EMS response with COVID cases increasing again. The town's Public Health director Janeice Bruce and her department did an outstanding job with this critical requirement. We are truly grateful for all the support Janeice Bruce has provided throughout the Pandemic.

Grants:

We have applied for the Mass State Fire Safety Equipment Grant/SCBA Equipment (\$19,000) and the MEMA Emergency Management Preparedness Grant/Wildland Firefighting PPE (\$6500) in October and November, respectively.

Revenue:

The department had a great year for AMB receipts, and more good news could be on the way from medical billing change. Revenues were up 9.4% at over \$2,000,000. Results will be additive to 2024 free cash - the estimate in the Warrant was \$1,595,194. The warrant estimate for Fiscal 2023 is \$1,796,656. SFD Ambulance revenue for FY22 increased by over \$318,000 from the prior fiscal year. Here are the entries in Munis. Any revenues received by the T/C or by wire after June 30th, are entered to Fiscal 23. Adjustments are still possible.

The chart below is based on entries, not final postings:

	Full Year
COASTAL RECEIPTS	745,051.65
PRO EMS RECEIPTS	1,155,017.82
CPE PROGRAM	273,890.00
PERMITS, FIRE DEPT	
PERMITS (Smoke/Co, Burn, Tanks etc)	50,810.25
OTHER DEPT REV FALSE ALARM	2,970.00
OTHER DEPT REV	
MASTER BOX	250.00
FEES, REPORT FEE - 211 and EMS reports	3,967.75
PERMITS, OTHER FIRE DEPT PERMITS	2,875.00
Total Revenue	2,234,832.47

On, 7 June 2022 our Administration presented to the Select Board an Ambulance Billing Rates increase recommendation based on the averages of our neighboring communities. The Select Board voted to accept the recommendation. These new rates went into effect 1 July 2022.

The Select Board was presented a second Status Report briefing for the New Fire Station on 20 September 2022.

Emergency Response Incidents for the months of October and November 2022 surpassed 1,115. If the year 2022 continues to produce the same call volume as these two months, our annual call volume would see SFD respond to over 6400 emergency incidents. Fire Prevention has inspected 389 homes for smoke and Co detectors, and over 250 plan reviews for commercial and residential properties.

Emergency Response

October/November 2022

Primary Action	Occurrence	Percentage
Unknown	73	6.8
Action taken, other	7	0.6
Fire control or extinguishment, other	1	0.1
Extinguishment by fire service personnel	5	0.5
Extricate, disentangle	1	0.1
Emergency medical services, other	72	6.7
Provide first aid & check for injuries	58	5.4
Provide basic life support (BLS)	100	9.3
Provide advanced life support (ALS)	350	32.4
Transport person	61	5.6
Hazardous materials spill control and confinement	1	0.1
Ventilate	1	0.1
Forcible entry	4	0.4
Restore municipal services	5	0.5
Restore fire alarm system	4	0.4
Shut down system	1	0.1
Assistance, other	9	0.8
Assist physically disabled	30	2.8

<u>Provide manpower</u>	2	0.2
<u>Provide apparatus</u>	2	0.2
<u>Refer to proper authority</u>	1	0.1
<u>Investigate</u>	247	22.9
<u>Fill-in or move up</u>	1	0.1
<u>Standby</u>	2	0.2
<u>Canceled en route</u>	42	3.9
 <u>TOTAL</u>	 1115	 100.0

Infrastructure and Equipment

The Fire Station Task Force continues to work on the infrastructure plan approved by the Select Board and Special Town Ballot. Our intent has been to provide a fresh perspective and plans for the long term Emergency Response requirements of the community. The AC and I continue to be mission focused as to the resident's primary concerns: 1) Emergency Response Times 2) Long-term growth 3) The Cost associated with developing new Emergency Response infrastructure for the town. The Command Staff continues to review our vendor services to ensure we are provided with essential and efficient services. We are collaborating with the town's procurement officer with this endeavor. Moving the Fire and Emergency Medical Response Dispatchers to Holbrook Regional Emergency Communications Center is a long- term goal of ours in order to provide a superior public safety response service to the residents of Stoughton. Our department just purchased a thermal imaging drone for firefighting, search and rescue, Firefighter Safety and Crisis Management. We will begin training in December. The drone is truly a force multiplier that we believe will provide the residents of Stoughton with real time actionable information to protect the life and property of our community.

Command Staff

Emergency Medical Services: Deputy Chief Brackett

In the months of October and November, Stoughton Fire's ambulances responded to 710 calls for service. Of these responses, there were 503 transports and 207 refusals. Three patients were transported to Tufts Medical Center with acute large vessel strokes, one patient was taken to Boston Medical Center for severe injuries after an industrial accident, and one patient was taken to Mass General Hospital, also for traumatic injuries from an industrial accident.

On October 5th, the EMS division submitted its certified public expenditure report to PCG Health Services and the Massachusetts Executive Office of Health and Human Services. This report is submitted to recoup ambulance revenue lost in Medicare and Medicaid reimbursements. The projected settlement for FY22 is \$317,319.50.

In October, EMS compliance policies were issued in conjunction with Stoughton Fire's EMS Compliance Program and the required yearly training assigned to all members. Along with this, the

auditing firm EMS Financial was hired to conduct an independent audit of our billing company to ensure our ambulance runs billed to Medicare and Medicaid were coded properly and that no over-payments were received. The report is expected to be complete by early January, 2023.

Fire Prevention Commercial: Captain Rush.

The months of October and November 2022 the fire prevention division has completed the annual inspections of all gas stations. We have also completed the quarterly inspections mandated by DPH. Some of these were done by the on duty groups. We assigned them target hazards for them to gain familiarity with the buildings. We rotate them so no group is doing the same building and to get a new set of eyes on the buildings every time. There were more than 50 smoke inspections completed for the transfer of real estate. Also propane inspections, oil tank removals and installs and new oil burner inspections as well. We also work closely with the Building and Health Dept.'s on complaints and violations of building and health regulations. FP1 is in charge of plan review for new construction as well as additions and renovations. 200 Shuman Ave, Globe Composites has been completed and signed off. 703 Tech Ctr Drive is under renovation right now for the Melmark School for autistic children.

Last, we have been working aggressively with landlords in Stoughton to bring them into compliance with state law regarding fire alarm systems for buildings with 6 units or more. I was informed just last night that 45 Bennett Drive now has a fully monitored fire alarm system. The landlord is in the process of having work completed on the other buildings in his complex.

Training and Safety: Captain O'Neil

The Training Division welcomed three new members to the department, Jack Goldberg, Meaghan Hill and Anthony McCauley. Their first week on the department was orientation, spent with Deputy Bracket and myself. FFOP Goldberg and FFOP Hill are currently attending the Brockton Fire Academy; FFOP McCauley has been assigned to Group 3 as he has already graduated from the Mass. Fire Academy.

The training division continues to use acquired properties in town and the first week of December will host a Mass. Fire Academy Class, Rapid Intervention. The Recreation Dept. will be used for the classroom portion of the class and F.C. Phillips will be used for the practical portion.

Fleet Services: EVT Harrop

For the months of October and November, no major repairs were needed on the apparatus. Fleet services completed preventative maintenance on Engine 1, along with multiple minor repairs. Engine 4 had front brakes replaced in house and preventative maintenance has been started. Ladder 1 had a hydraulic leak at a jack \ stabilizer and had to be removed from service. Most likely the hydraulic cylinder will need to be rebuilt. If no machining work is needed the work will be performed in house by the end of the year. Fleet services has been working with the new fire station committee to ensure the maintenance bay will be planned out properly for a more efficient work area, and has made suggestions on some of the mechanical aspects of the building.

Chief's Notes:

Our focus continues to support safe, highly effective and efficient emergency response services for the residents of Stoughton. As Stoughton continues to grow as a community through new construction both residential and commercial, it is imperative that Fire protection, Emergency medical services, rescue and Life safety are available to support Stoughton.

Stoughton Fire continues to transition with promotions and the hiring of new firefighters. We have had a huge turnover of experienced firefighters and officers which have been replaced by many in-experienced officers and firefighters. The only way to make up for experience is through training and education, which still doesn't replace the years of experience that allows for early recognition of dangerous environments, changing conditions, and life-saving techniques when needed. My priority is to really focus on Fire Officer training, which historically at Stoughton Fire has not been addressed, Officer training was noted in our recent ISO audit as being a deficiency (scored 0/15). We will continue to strive to provide the best fire, rescue and emergency services for the community of Stoughton.

The support of the Select Board and the Town Manager has raised morale throughout the department. I will remain focused and determined to always bring forth best practices of the fire service, funding opportunities, and progressive growth while maintaining the tradition and pride of the Stoughton Fire Department. We are an outstanding town with an exciting future ahead of us and with a supportive community, leadership and working together, Stoughton will be in the forefront of great communities in the Commonwealth..

Again, thank you.

HUMAN RESOURCES

During the months of October and November, the Human Resources office has been very busy assisting both active employees and retirees on a daily basis.

New hires

We would like to welcome the following new employees:

Thomas Calter	Town Manager	
Sheila Scaduto	Director of Assessing	Assessors
Patricia Csakan	Recording Secretary	Building/Zoning
Meaghan Hill	Firefighter/Paramedic	Fire Dept.
Anthony McCauley	Firefighter/Paramedic	Fire Dept.
John Goldberg	Firefighter/Paramedic	Fire Dept.
Jessica Caron	Part Time Clerk	Library
Rachel M. Forman	Part Time Clerk	Library
Patrick Moriarty	Page	Library
Lena Wilson	Sr. Clerk II	Select Board
Rebecca Buchanan	Clinical Counselor	Youth Commission

Advertised positions

In the months of October and November, the following positions were posted. Job postings can be found on the Town of Stoughton HR page and also posted on the bulletin board in the Town Hall lobby:

Per Diem Public Safety Dispatcher *Ongoing*
School Crossing Guard
Communications Administrator – Public Safety Dispatch
Program Administrator – Building Dept.
Clinical Counselor – Youth Commission
Library Assistant – Library

Health Insurance

We continue to serve both the employees of the town and school with any issues that they may have with regard to their benefits and payroll. We are also able to assist the retirees with any issues that they may have.

Additional Duties

In addition to our usual duties serving both School and Town employees, as well as retirees, since the retirement of our Financial Analyst, we have been closely monitoring the trust fund, working with our consultant, Gallagher, and the Insurance Advisory Commission to review any changes that need to be made with our health insurance, whether it be with the rate structure or plan design. We have one of the best health plans around; however, over the past years, the rate increases have not been nearly as much as they should have been, with some years having no increase at all when as much as 6% was recommended. This has resulted in the need for a larger increase this coming year, as well as a need to review the plan design. We will continue to work with Gallagher and the Insurance Advisory Committee on this.

Another role of the Financial Analyst that our office has been working on is the worker's compensation risk audit. We have been reviewing employee numbers and salaries with our consultant to be sure that our town's needs are met in the most cost effective way.

As always, if there is anything that we can do to assist you, please feel free to contact the office at 781-341-1300 Deanna Chatsko Ext 9226 or Tracy Pereira Ext 9259.

Please stay safe and healthy!

HUMAN SERVICES

COA

The Stoughton COA has been in full swing with the return of many of the resident's favorite activities (such as Bingo), as well as a calendar full of activities.

In November, the Thanksgiving Day dinner, provided by the Pietro family, was once again held at the COA on November 23rd. This was something that was done annually prior to the pandemic and everyone was excited to have it back. It is truly an act of generosity and human kindness that the Pietro family provides, cooks, and serves approximately 100 dinners to our seniors.

The fall was also a busy time for “Open Enrollment” as people are choosing their Medicare insurance plans. We are fortunate to have had a SHINE counselor to assist seniors as well as an MSW and a Portuguese-speaking outreach worker.

The FY23 Formula Grant funding amounts for municipalities were released by the state. Stoughton will see an increase this year. The dollar amounts are based on the last census. Our senior population count for 60 and older is 8,055. We are allotted \$12.00 per individual, therefore the Stoughton COA will be receiving \$96,660. We are required to make a budget for the expenditures of these funds and submit a report on the use of these funds to EOEA. The funds help with program needs, COA salaries, and improvements in the COA environment.

Youth Services

The Youth Commission that provides free counseling services to children and families has been very busy and recently has had a small “waitlist” for services. This is due in part to the recent change in staff as one of our counselors, Melissa Dawson, resigned her position with SYC. Melissa has taken a job much closer to home as a school counselor. We will miss Melissa, but are very excited to have hired a very qualified applicant for that position. Rebecca Buchanan has been an intern with the SYC as she finishes up her Master’s Degree program at BSU. She comes with a wealth of experience and will be starting with the Youth Commission in December.

The Rec department has had some excellent new programs for kids and adults. They are very popular and the classes fill up fast. Matt and Molly are both creative and energetic, and have a great rapport in the community.

Public Health/Visiting Nurses

The Stoughton Public Health Dept. held two seasonal Flu clinics in October at the Senior Center which were well attended. We still have some vaccine left and are happy to give flu shots for anyone 18 and older if they stop by the office. Our nurses have also been making home visits to homebound residents that are looking for a flu shot. Although we are not giving Covid-19 Boosters, our local pharmacies have vaccine available and we are happy to help people register online if they stop by our office. We strongly encourage people getting immunized when they are eligible since this year is expected to see an increase in respiratory viruses.

The VNA continues to be making skilled homecare patients as per MD orders. Our census fluctuates but we are happy to have expanded our insurances. We definitely are seeing an increase in Aetna patients. Our staff are busy in trainings for the anticipated changes in patient assessments starting on

January 1st. These changes will have a big impact on Medicare reimbursements and how we provide care to our patients.

The agency Quality Assurance Performance Improvement Program continues with a goal of reducing preventable re-hospitalizations with a focus on patient med management. Not only is this our project, but is also a target goal for Medicare as re-hospitalizations drive up insurance costs.

Our VNA, along with other certified agencies across the country, have been undergoing a Medicare audit since spring. The audit is to determine if agencies are properly providing care to patients that meet the "homebound criteria" as required to receive home services. Thus far all of our records have been paid and we have not had any denials. This is excellent news since denials can send you into another round of chart audits which are time consuming and impact revenue.

INFORMATION TECHNOLOGY

The website upgrade and overhaul with Civicplus is going very smoothly. We had individual meetings with Department Heads to give them direction and expectations of their pages. Training for new site usage/input will take place at the beginning of February, prior to the final product release. Marketing material will be released soon informing the community about our exciting new website look and functionality.

The MUNIS software upgrade to version 2021 is currently scheduled for May, if all goes smoothly we will upgrade prior to that timeframe. New Munis servers have already been created and setup. Data integrity evaluation is now underway, once completed this data can be copied over to the new environment for testing purposes

October and November were busy months for meetings for Website and Budget Team . IT also attended a virtual Mass Municipal Cybersecurity Summit.

Substance Abuse

Stephanie Patton

The Early Childhood Prevention Grant ended on 9/29/22 and was renewed for 2 years on 9/30/22,

Staff participated in Be Inspired Together (local non-profit for mental health) Family Fun Day at Halloran. This was a great outreach opportunity to connect with many local families of your children and gather data from parents and caregivers for our early childhood prevention grant.

Applied to the Center on Child Wellbeing and Trauma for funds to support a cross-departmental Community Trauma Advisory Team. This opportunity comes with technical support from the Center on

Child Wellbeing and Trauma as well as the opportunity for up to \$20,000 to support program activities from this task force. (Update - Stoughton was awarded this opportunity on 12/20!)

Provided professional development for SPS staff at a PD for the high school in October and a PD for District (Spark Day) in November on Healthy Outcomes from Positive Experiences.

ECONOMIC DEVELOPMENT/PLANNING

- Attended Calls/Video Conferences with Lt. Gov., Sec. Asher, Sec. Kennealy RE: Business Assistance related to COVID – 19 crisis, etc.
- Continued to act as Friends of Stoughton Center Technical Advisor. Worked on Downtown Holiday Lights Project. Coordinated meetings with Public Works Department, FOSC, Recreation Department, a local developer and the SRA. Obtained donations from Eastern Bank, the SRA and a local developer.
- Continued to update and conduct outreach for the Discover Stoughton MA marketing app. The app contains a business directory as well as other valuable information for Stoughton residents, businesses and visitors. Hundreds of community members have downloaded the app. Continued public outreach utilizing water bill notification in November.
- Continued to Assist Current and Potential Business and Property Owners; including multiple businesses.
- Participated in MEDC, OCPC/CEDS, MAPC/TRIC and Regional Economic Development Meetings
- Organized and moderated Massachusetts Economic Development Council (MEDC) Event about MBTA Communities Compliance. Speakers included Chris Kluchman from DHCD who is the lead on the program for the State.
- Arranged Meeting with a certified Technical Assistant and Stoughton small business owners to assist them with the application for the Mass Growth Capital Corporation Digital Empowerment Grant that provides grants up to \$5000 for website creation or improvements as well as social media assistance for marketing. Continuing to track business owner progress.
- Drafted Policy and Application for Use of Route 24 Electronic Billboard. Presented to SEOC
- Continued Foreclosure Prevention Program. Sending information from Neighborworks Housing Solutions to residents who have received pre-foreclosure notices about available counseling and potential financial assistance.
- Created Special Capital Projects Survey. Put notification in water bill. Survey remains open.
- Applied for a Community Compact IT Grant to fund E-Permitting Software. Granted maximum award in the amount of \$200,000.
- Applied for One Stop for Growth grant to fund a Highest and Best Use Study of Train Depot. Awarded grant in the amount of \$25,000. Site visit with DHCD and consultant set for 12/13.
- Relaunched the Stoughton Community Power Supply Program. Worked with Town Manager to sign agreement with Direct Energy. Stoughton residents will collectively save more than \$1,584,000 this winter. Public forum to be held at Town Hall on December 7th.

Planning

- On October 4th began role as Acting Town Planner in addition to being the Economic Development Director
- Worked to gather information on on-going and future Planning Board projects:
 - o Campanelli Zoning Project – Working with MAPC to compete original scope and provide Planning Board with a final presentation; also working to expand scope to include public forums
 - o Route 27 Zoning Project – Planning Board had initial meeting with MAPC in Oct.
 - o Housing Production Plan – reviewing scope; plan to update and expand
 - o Master Plan – Plan to request updates from Town Department relative to tasks completed
 - o MBTA Communities – Pam McCarthy working with Town Staff utilizing tools provided by State to obtain compliance
- Planning Board Meetings – Projects Reviewed/Public Hearings:
 - o 10/27/22 - 421-425 Page Street – Minor Landscaping Modification Approved
 - o 10/27/22 - 400 Prospect Street/New Fire Station – New Public Hearing continued to 12/8/22
 - o 10/27/22 – 1791 Washington Street/Walnut Tree Service – New Public Hearing continued to 12/8/22
 - o 10/27/22 – Forest Green Bond – voted to release
 - o 11/10/22 – 409 Canton Street Bond – voted to release
 - o 11/10/22 – IVP Stoughton Logistics Park – Continued Public Hearing - continued to 1/12/22
 - o 11/10/22 – Hampton Inn – New Public Hearing – continued to 1/12/22
- Planning Board Members and Acting Planner signed up for Citizen Planner Training Collaborative Webinars

LIBRARY

The Library has been fully open to the public 64 hours/week without restrictions. We continue to offer programs in a combination of in-person, virtual, and hybrid formats. Visitor counts, circulation of items, and program attendance have declined slightly from their summer and early-fall levels, which is a normal pattern for most public libraries. We expect to see another decrease over the next few months with numbers beginning to climb again as spring approaches.

Total Stats: October & November 2022

Visitor Count	16,420	In-Person On Site Programs	165
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In-Person Off Site Programs	8	Items Circulated	16,445
Virtual Programs	8	In-Person On Site Participants	1793
Take & Make Activities Participants	146	In-Person Off Site Participants	156
		Virtual Program Attendance	165
		Ref. Questions, Book Bundles, Deliveries	15

All programs and updates are posted on Library website, Facebook, Patch, Town Crier and Suburban Shopper.

In addition to the many excellent programs offered every week at the library, we began offering a series of classes about using the Google suite in November. The classes are full every week, and participants feel that they are learning to be more comfortable with cloud-based software.

The Board of Library Trustees loaned the Stoughton Redevelopment Authority seven framed ink drawings of Stoughton center scenes to hang in their offices on Pearl Street. The drawings were the work of Stoughton resident Armand Rodrigues and had been part of a previous exhibit of his work at the library. They had not been hung at the new library building, and we were happy to have people be able to see and appreciate them.

At the beginning of November, we completed and submitted all of the documents required by the MBLC in support of our request for a waiver of the FY2023 Municipal Appropriation Requirement for the State Aid to Public Libraries Program. The MBLC will review all submitted requests at their January meeting and vote on approvals at the February meeting.

POLICE

Personnel

The month of October saw two vacancies for dispatch that remain unfilled. We are vetting three prospects for these two positions through the background check process. I have held some discussions with the AFCSME steward relevant to resolving the c/b/a language issue that results in the repeated forced overtime of the junior-most member. The steward seems to be amenable to resolving this issue as it has resulted in the turnover of personnel.

This paragraph has been copied from the previous reporting period for further context:

Forced overtime for dispatch personnel has been employed several times during this reporting period. Due to the binding language of the CBA, the junior-most dispatcher is repeatedly forced onto vacant shifts. This topic should be the highest priority for successor agreement bargaining when that takes place. Should a majority of the unit's membership seek a change through a side letter of agreement or other legal instrument, the Town should appropriately respond to such a proposal, as this portion of their CBA presents a retention and recruitment challenge. Note: this paragraph has been copied and pasted from the bi-monthly report of 2021 and returned here to this report to emphasize the need for the Town to negotiate a solution to this issue at successor bargaining.

There are four vacancies for patrol officer positions. Five candidates were interviewed. Two moved to the final stages of the selection process and were encumbered in such a way that they will require further screening. There is no pending police academy date at this time.

There remains a vacancy for the position of Communications Administrator [dispatch supervisor].

Operations

A home invasion occurred on October 16. Two suspects were described to investigators. The case remains under investigation.

The Stoughton Police Department completed its second graduation of the Interactive Citizen's Police Academy. 15 participants were recognized. This opportunity for high level community engagement will become an annual event and, if sustainable, possibly happen twice annually.

Administration

The Norfolk County District attorney's office reported the adjudication of a home invasion case that occurred in Stoughton and a conviction with a 10 year and 10 month sentence of the defendant.

The Town will be filing a grant application to apply for funds that would support the addition to department staff of a clinical social worker. The position, if awarded would be funded from a revolving grant through the Massachusetts Department of Mental health. The LICSW would specialize in addiction and mental health. This position would be embedded with the afternoon shift. This strategy is the trend in modern policing. The application process is a collaboration between the Abuse Prevention Coordinator and the Stoughton Police Department. The final submission will require the assent of the Town Manager.

After an extensive number of public record requests to the Chief of Police, there were follow up stories following the news conference by Chief McNamara about the recent conclusion of an internal affairs investigation that resulted in the resignation of three former department members. Due to the sensitivity of these requests, it was required that the requests be directly handled by the Chief of Police or me. As a part of the crisis management strategy, peer support has been provided to department members through regional law enforcement resources. We have continued extensive crisis communication within the department with all members. Chief McNamara mandated participation in mindfulness training by all members of the department as part of this crisis strategy. [Mindfulness training in Law Enforcement is designed to create awareness of mental health and stress and the effects on law enforcement personnel. The course teaches the value of self-awareness, self-care, resiliency burnout mitigation and emotional intelligence. Personal wellness and self-awareness discussions are designed to shift perspective and refresh the mindset of our valuable personnel] Personnel are responding well to this. After the conclusion of the investigation, the case was referred back to the Norfolk County District Attorney. His office is currently following up on the matter. The newly formed Massachusetts Police Officer Standards and Training Commission [POST] was provided a copy of the relevant investigative case files. The POST Commission has taken the matter of the certifications of involved personnel under advisement and may be taking further action.

Statistics

October

Total calls- 1787

Incidents- 131

Arrests- 21

Summons- 45

Citation- 94

Crash reports-102

Overdoses- 8

November

Total calls- 1883

Incidents- 133

Arrests- 31

Summons- 36

Citations- not available [clerk out of work]

Crash reports- 87

Overdoses- 4

PROCUREMENT

Project	Status
➤ New Fire Station Building	<ul style="list-style-type: none">• Staff Building Group – Twice a month – Wednesdays• MIIA - Builders Risk – Meeting 10.6.2022• IFB Asbestos Abatement and Demo – Site Visit 11.2.2022 Bids Due 11.9.2022 – Ramco apparent low bidder• Proprietary Specifications List – On Selectboard Agenda 12.6.2022• RFQ for Prequalification of GC and Subcontractors – Responses due 11.23.2022 - Received responses from 76 sub trades and 8 General Contractors
➤ Engineering Dept	<ul style="list-style-type: none">• Engineering Contract – ITS Industrial Technical Services for Water Dept
➤ Water Dept	<ul style="list-style-type: none">• Water Dept Door Repairs and Maintenance TRD03/MHEC Awarded to New England School Systems
➤ Water Dept	<ul style="list-style-type: none">• Redevelopment of Town Wells Docs Avail 10.12.2022 Bids Due 11.3.2022 11am Apparent Low Bidder Denis L. Maher

- Water Dept
 - Change Order #3 for Close out for Muddy Pond Wells
- Water Dept
 - Water Main Improvement Phase 4
Docs Avail 11.16.2022, Bids Due 12.8.2022
- DPW
 - Snow Plowing – Responses Due 11.10.2022
51 Vehicles contracted to date
- DPW
 - Pick up services for Mattress Recycling – FAC90
Awarded to HandUp LLC

Request for Quotes

OASIS – Assessment and Evaluation Services

Quote Responses Due 10.21.2022

Contract Awarded: Trendline

Consultant for Assessors Dept – Property Tax Assessment Services

Responses Due 10.28.2022 – Contract issued to Regional Resource Group, Inc.

Recreation Dept – Baseball Field Maintenance FAC103

Quote Responses Due: 12.2.2022

Historic Society

Historic Barn Feasibility Study and Historic Significance

Use of Town's House Doctor Contract for a Task Order with

McKinnell, McKinnell and Taylor

Upcoming	Bird Street Trails Food Inspection Services Cross Connection Control
REMAP	Meeting on 11.18.2022 Discussions included a focus and action plan for year two. The focus will be an expanded Career Day.

PUBLIC WORKS

HIGHWAY DEPARTMENT

- Cleaned all catch basins of debris before the winter
- Paved Glen Echo Boulevard after park opening through Statewide Winter Recovery Assistance Program (WRAP) in which the town received \$373,783.01 in funding. Other streets to be resurfaced in the spring are Richard Road, Viele Avenue and Lewis Road

SANITATION DEPARTMENT

- Curbside pickup of household waste and recyclables. Pickup of large items scheduled each Monday
- Secured storage container to collect mattresses/box springs for residents to deliver to DPW headquarters as the new statewide disposal ban began on November 1st as they are no longer accepted at waste disposal facilities

FORESTRY DEPARTMENT

- Cleared Meads Meadow, flooded for winter skating

VEHICLE MAINTENANCE DEPARTMENT

- Service Truck #41 had new motor/transmission installed by in-house mechanics placed back into service in November
- Ready snow removal/sanding equipment for the winter

FACILITIES

- Commonwealth of MA Green Communities Grant work - Town Hall energy management system installation complete – in-house personnel trained and utilizing the system
- Installed energy management system for Cedar Hill Golf Course as well

RECREATION

Town Manager Report

Recreation & Youth Services

During the month of October, the Recreation Dept. had 50 program registrations and was in full swing on fall programs. Some of the programs were Digital Game Design, Craft & play for toddlers, Kids & Adult cooking programs, senior & kids ceramics, and multiple pumpkin carving classes. The Rec dept. helped out with the Nightmare on Rose St. which was a haunted house inside the police station. We coordinated goody bags, and set up a spooky scene inside the station as well as guided tours through the event for families looking for a thrill. At the Youth Commission we received a resignation letter from one of our Counselors, we posted the position with new hours that are more reflective of the current position. During October the Youth Commission was able to keep up with a small waitlist with the help of the interns.

During the month of November, the Recreation Dept. had 123 program registrations for programs like Blue Hills Ski & Snowboard lessons, holiday craft workshops, and the very popular Kids Night Out. Most of the fall programs in November began to wrap up during this month and we continued to plan for the Holiday Parade of Lights. We also continued one of our most popular programs, After school art with Mass Audubon. This program started in September and will run through December on every Tuesday from 3-4:30 pm and consists of live animals being brought in for the children to learn about and then participating in a themed craft for the day. This program has been very well received by the community. During the month of November, we held interviews for the Youth Commission Counselor position. It was a unanimous decision that we hire Rebecca Buchanan who was

just finishing her internship with the SYC. We feel she comes in highly motivated and already has a sense of the communities needs. She will start up full-time in December and will have a full caseload of clients.

TOWN ACCOUNTANT

Fiscal 2022 was closed in Munis on November 4.

The balance sheet was submitted to DLS and free cash was certified on November 16 in the amount of \$5,166,849.

Accounting provided support to the Town Manager in assisting with the drafting of the special town meeting motions and assisted at the public hearings.

Form CP-2, which details the Community Preservation Fund financial activity for Fiscal 2022, was submitted to DLS on October 28. Total fund balance at June 30, 2022 is \$6,518,543.

The Town payments on behalf of the Schools for Fiscal 2022 were compiled and submitted to the School Business Manager to enable her to prepare her end-of-year report for DESE.

Accounting assisted with the interviews for the new Director of Assessing.

Accounting assisted with the Library aid waiver report to enable it to receive State aid for Fiscal 2023.

TOWN CLERK

TREASURER/COLLECTOR

VETERANS' AGENT

- Stepped up Outreach
- Continued implementing new process for higher influx of VA Vietnam, and Iraq/Afghanistan claims
- Modernizing and standardizing inter-departmental procedures
- Attended VA Training
- Continued processing of increasing number of claims

WATER/SEWER

WATER DISTRIBUTION SYSTEM:

1. *Water Sampling* - Bi-Monthly bacteria samples required by DEP for October & November 2022 were “all clear”. 30 locations in the distribution system are tested along with stations running, and the 4 Storage Tanks each month.
2. *Water Sampling* – Continue sampling per the “DEP 3-Year sampling plan” (2020-2022) as required to test quarterly for radionuclides, HAA’s & THM’s, inorganics, Lead & Copper, Manganese, Nitrates & Nitrites, Perchlorates, SOC’s, VOC’s and now PFAS.
3. *Water Sampling – Muddy Pond PFAS* results continue to hover just above the new DEP 20.5 parts per trillion (ppt) Standard. DEP allows the source to remain “on-line” as we work through continued testing, planning, and funding for treatment. The Performance Evaluation Form (PEF) was prepared and submitted to DEP in order to compete for the Intended Use Plan (IUP) list for SRF Funding and Emergency Funding has been applied-for and approved by DEP for Design. The Article for treatment has been approved at the Fall 2022 Town Meeting. We are currently working on site preparations of the area where the new plant will be located.
4. *Water Sampling – Goddard Well PFAS* results have started to climb from holding an average of 12 ppt, to now averaging above the DEP 20.5 ppt standard. We will continue to closely monitor the station and work with the DEP if needed.
5. Residential meter change-out program – Change-out of older meters with new fixed-network-read Neptune meters continues as time and customer response to change-out requests allow. 3690 of 8500 Residential meters (43%) have been changed-out so far. This program has resulted in capturing unaccounted-for-water resulting in increased revenue to both the Water & Sewer Enterprise Funds. 309 individual meters installed at Greenbrook I by private contractor (Duggan) and added to our reading system.

6. Installed new and/or adjusted the gate boxes for all streets that have been newly milled and overlaid by T.L. Edwards.
7. Installed a new insertion valve on Washington St for Anton's Cleaners shutdown.
8. Continue hydrant and curb box maintenance, as well as renewing and repair main or service leaks around town.
9. Design continues & pipe ordered for The Phase 4 Water Main Replacement project for Prospect St, and Copperwood / Greenbrook loop..

WATER PUMP STATIONS:

1. Crews continue to maintain grounds and station interiors (floors, walls, heating, roofs, lights, pumps, motors, etc).
2. All Water Station Generators were serviced and tested under load.
3. DEP performed a Sanitary Survey (once every 3 years) on the entire water system conducted on September 14, 2022. We received the report from the DEP on October 11, 2022, with a few minor issues. We have corrected most of the items and getting estimates for the others.

SEWER COLLECTION SYSTEM:

1. Sewer Crew continues to jet and CCTV sewer collection lines based on a newly prepared priority list by our Consultant (Weston & Sampson). "Trouble spots" and "back-ups" continue to be maintained.

SEWER PUMP STATIONS:

1. Pump clogs and maintenance items for our 12 sewer pump stations continue to be addressed using in-house staff. Our Chief Sewer Pump Station Mechanic has established an on-going maintenance program (valve exercising, oil changing, pump-belt changing, amperage draws, etc).
2. All Water Station Generators were serviced and tested under load.

TC/reg

Muddy Pond				
Date	Round	Location	Result (ppt)	Qtrly Ave
4/20/2021	Start Up	Muddy - FW	18.3	
5/25/2021	1	Muddy - FW	19.5	19.77
6/23/2021	2	Muddy - FW	21.5	
7/27/2021	3	Muddy - FW	23.2	
8/31/2021	4	Muddy - FW	23.5	21.97
9/27/2021	5	Muddy - FW	21.1	
10/27/2021	6	Muddy - FW	21.2	
11/29/2021	7	Muddy - FW	20.5	20.07
12/27/2021	9	Muddy - FW	18.5	
1/27/2022	10	Muddy - FW	23.2	
2/28/2022	11	Muddy - FW	21.7	21.80
3/28/2022	12	Muddy - FW	20.5	
4/26/2022	13	Muddy - FW	20.8	
5/17/2022	14	Muddy - FW	20	20.15
6/22/2022	15	Muddy - FW	N.G.	
7/31/2022	16	Muddy - FW	22.1	
8/24/2022	17	Muddy - FW	23.7	22.67
9/27/2022	18	Muddy - FW	22.2	
10/26/2022	19	Muddy - FW	22.6	
11/29/2022	20	Muddy - FW	22.2	

Harris				
Date	Round	Location	Result (ppt)	Qtrly Ave
4/20/2021	1	Harris - FW	15	
5/11/2021	2	Harris - FW	13.3	14.13
6/23/2021	3	Harris - FW	14.1	
7/27/2021	4	Harris - FW	12.9	
8/31/2021	5	Harris - FW	14.6	13.88
9/27/2021	6	Harris - FW	14	
10/27/2021	7	Harris - FW	13.7	
11/29/2021	8	Harris - FW	14.9	14.20
12/27/2021	9	Harris - FW	14	
1/31/2022	10	Harris - FW	15.5	
2/28/2022	11	Harris - FW	15	15.13
3/28/2022	12	Harris - FW	14.9	
4/26/2022	13	Harris - FW	14.5	
7/31/2022	16	Harris - FW	11.5	
10/26/2022	19	Harris - FW	13.8	

Plain St - WTP				
Date	Round	Location	Result (ppt)	Run Ave
4/20/2021	1	Plain St - FW	6.92	
5/11/2021	2	Plain St - FW	6.64	6.78
6/23/2021	3	--		
7/27/2021	4	Plain St - FW	4.6	6.05
10/27/2021	5	Plain St - FW	17	8.79
1/31/2022	6	Plain St - FW	8.4	8.71
5/17/2022	14	Plain St - FW	4.4	7.99
7/31/2022	16	Plain St - FW	8.4	8.24
10/26/2022	19	Plain St - FW	8	8.47

Pratts				
Date	Round	Location	Result (ppt)	Run Ave
4/20/2021	1	Pratts Ct - FW	12.4	
5/11/2021	2	Pratts Ct - FW	6.23	9.32
6/23/2021	3	Pratts Ct - FW	9.27	9.3
7/27/2021	4	Pratts Ct - FW	10	9.48
10/27/2021	5	Pratts Ct - FW	13.3	10.24
1/31/2022	10	Pratts Ct - FW	12	10.53
4/26/2022	13	Pratts Ct - FW	7.4	9.70
7/31/2022	16	Pratts Ct - FW	12.7	10.78
10/26/2022	19	Pratts Ct - FW	14	11.57

Goddard				
Date	Round	Location	Result (ppt)	Run Ave
4/20/2021	1	Goddard - FW	11.1	
5/11/2021	2	Goddard - FW	9.54	10.32
6/23/2021	3	Goddard - FW	10.5	10.38
7/27/2021	4	Goddard - FW	11.5	10.66
10/27/2021	5	Goddard - FW	12.4	11.01
1/31/2022	10	Goddard - FW	15.6	11.77
4/26/2022	13	Goddard - FW	15.2	12.46
7/31/2022	16	Goddard - FW	22.4	
8/24/2022	17	Goddard - FW	12.8	18.27
9/27/2022	18	Goddard - FW	19.6	
10/26/2022	19	Goddard - FW	20.8	
11/29/2022	20	Goddard - FW	25.4	