

# TOWN OF COVENTRY QUARTERLY REPORTS



April – June 2020

## TABLE OF CONTENTS

Finance Department .....	3
Collector of Revenue .....	4
Assessor .....	6
Land Use Office .....	8
Town Clerk .....	20
Building Department .....	23
Fire & EMS Department .....	25
Police Department .....	28
Human Services .....	34
COVRRRA .....	47
WPCA .....	44
Parks & Recreation .....	46
Booth & Dimock Library .....	48

**Cover photo:** Local firm, Harbor Hemp Company, makes a donation of hand sanitizer products to Coventry's first responders to help protect them during the COVID-19 pandemic. Photo by Laura Stone.

# Finance Department

The general purpose of this office is to provide oversight to the financial offices and financial systems of the Town of Coventry. These include the assessment of all taxable and exempt property, the collection of all receipts paid to the town, the recording and processing of all expenses, revenues and general ledger postings, the maintenance of cash balances, and the pension plan. In addition, this function supports and maintains the town's information technology system.

## General accomplishments

Significant time was spent creating the budget document for FY20-21. The budget was approved by the Town Council on June 1, 2020 with an expenditure total of \$41,608,025, with a general government total of \$10,249,009, a 2.37% increase from the prior year.

Preparation for FY20 close out began in June and will continue through the summer.

Open enrollment for health and dental insurance was completed during May and June. Based on good claim history, the Town was able to obtain a 5% increase in medical and dental premiums for FY20-21.

As a result of the COVID-19 pandemic, significant time was spent with distribution and implementation of work-from-home materials including laptops. Significant time was also spent assisting in developing a re-opening plan and preparing the Town Hall for in-person activities.

Final pension preparation for five employees were completed. In addition, preliminary calculations for three employees were estimated.

## Meetings attended

Finance Committee of the Town Council

Pension Committee

Cemetery Commission meetings

Town/BOE worker safety committee

Town GIS coordinating committee

BOE/Town IT coordination

ECHIP Executive committee meetings

ECHIP Board meetings

ECHIP Wellness committee meetings

Farmers Market Planning Committee

School Building Energy Efficiency Committee

# Collector of Revenue

The Tax Department was busy this quarter with fiscal year-end details as well as the upcoming new bill cycle. While Town Hall was closed to the public due to the Pandemic during April and May, the Tax office was always staffed in order to respond to our citizens. Whether staff worked in the office or from home, we pulled together and got the job done. The Sewer Assessment fiscal year was closed out at the end of April. The posted rate books, beginning rate books, balances and reports were printed. A total of 309 assessment bills, due May 1, were printed and mailed during the last week of April.

Delinquent notices were prepared and mailed for real estate and personal property taxes as well as COVRRRA, sewer assessment and sewer use charges. Liens were filed against properties with an unpaid balance on real estate taxes (310), unpaid sewer use charges (77) and unpaid trash/COVRRRA fees (263). This activity occurred during April and May.

A tax sale scheduled for April 1, 2020 was postponed to August 1, 2020. Due to COVID-19. That date was ultimately cancelled with plans to reschedule in the future when the health situation allows.

Banks and lending institutions sent in their bill requests during this quarter for those properties whose real estate taxes are being escrowed. The information was researched and the accounts coded in the computer in preparation for the July billing.

The Town Council, at their June 1 meeting, set the mill rate at 31.17 for the upcoming October 2019 Grand List. The Council also increased the annual COVRRRA fee fifteen dollars across the board. These actions by the Council set in motion preparations for the July 2018 billing cycle. The tax bills for Real Estate (6,386), Motor Vehicles (13,548), Personal Property (724) and COVRRRA fees (4,813) were researched and prepared. The bill file was then sent to the printer. Information as to new owners, mailing address changes and certificates of correction were entered right up until the moment the file was sent to be printed.

The collection report for the fourth quarter is attached.

Property Taxes Collected by Linda Greenbacker, CCMC Tax Collector Collected April 2020 through June 2020						Paid to
Amanda Backhaus, Treasurer, Town of Coventry						
		Property Tax	Interest	Liens & Costs	Total	
<b>Grand List</b>	2004	0.00	0.00	0.00	0.00	
	2005	460.82	739.18	0.00	1,200.00	
	2006	0.00	0.00	0.00	0.00	
	2007	0.00	0.00	0.00	0.00	
	2008	0.00	0.00	0.00	0.00	
	2009	0.00	0.00	0.00	0.00	
	2010	29.74	57.26	0.00	87.00	
	2011	29.70	42.65	24.00	96.35	
	2012	30.77	37.62	24.00	92.39	
	2013	105.63	106.03	48.00	259.66	
	2014	2,146.75	1,764.81	72.00	3,983.56	
	2015	2,346.30	2,463.21	72.00	4,881.51	
	2016	1,349.16	1,583.38	54.00	2,986.54	
	2017	52,761.25	11,453.80	487.00	64,702.05	
		59,260.12	18,247.94	781.00	78,289.06	
<b>Current</b>	2018	204,259.62	20,342.99	982.00		
Current SMV		20,083.75				
	Totals	<u>283,603.49</u>	<u>38,590.93</u>	<u>1,763.00</u>	<u>323,957.42</u>	
<b>Current 110</b>	6010	40211	204,259.62			
Delinquent		40212	59,260.12			
Interest & Liens		40213	40,353.93			
SMV		40214	20,083.75			
			<u>323,957.42</u>			
Sewer Assess 205-7722	40211	121,027.71		Sewer User	40211	23,359.55
Interest, Liens, Per Diem	40213	<u>5,647.41</u>		Interest & Liens	40213	<u>4,697.05</u>
		<u>126,675.12</u>				<u>28,056.60</u>
<b>COVRA</b>				Returned Check Fee		<u>40.00</u>
Current 218-7601	40211	18,491.69				
Delinquent	40212	8,928.78		ADVANCE TAX		<u>0.00</u>
Interest & Liens	40213	9,142.55				
		<u>36,563.02</u>				
		<b>Total</b>	<b>\$515,292.16</b>			

# Assessor

April was an end to the Board of Assessment Appeals. Our net unadjusted Grand list from the 2019 Revaluation was 1,022,686,310 as signed in January. The Board of appeals had 25 appeals, and made adjustments that amounted to \$349,870 reduction in assessment. We also completed the M-13 state report which breaks down our Grand List by category to include all exemptions.

May was spent working on the Elderly and Disabled Homeowner's program as well as the new Local Tax Credit and Deferral program. The State and Local Homeowners program applications were due by May 15, 2020, however due to unforeseen issues with the COVID-19 virus and its impact on day to day business with social distancing, the State of Connecticut Office of Policy and Management had issued guidance to all Assessors that this year's filing for the tax relief program will be suspended. This meant that if you were currently receiving the benefit and received a letter from us telling you to refile for the 2019 Grand List you did not need to refile. If you already filed the paperwork, we will use the income you provided. If you have not yet filed, we are going to use the 2017-year income to calculate the new benefit. Everyone that received a benefit for last year's grand list and still owns their property will get a benefit. Most benefits did not change. We processed them in June once the mil rate was set, which was 31.17 mils. The totals for the applications processed for both local and the state program are as follows;

63 Applications-State Program

55 Renewals-State Program

**118 State Applications Total**

8 Credit-Local Program (deferral) - \$4,489.38 (reimbursed by homeowner)

110 Credit-Local Program (tax credit) - \$33,185.00 (non-reimbursed to town)

**118 Local Applications**

Crumbling foundation applications continue to come into the office for assessment reductions. My office has not started the interior inspections of these properties due to the ongoing concern about COVID-19. I will only inspect the interiors if a tax payer is insistent on it, which has been the case on a couple of properties.

We currently have no court cases from the October 1, 2019 Revaluation. The public inquiry concerning the revaluation has also subsided with the onset of the virus. We will continue to address and concerns or issues that may come up from homeowners regarding any valuation issues from the revaluation. The office is up to June 1, 2020 for any new home certificate of occupancies that have been issued by the building department. These were valued and given to the Tax Collector so that additional bills could be sent out for July 1, 2020. The total assessment added to the 2019 Grand List is \$294,036. Our office has begun the process of inspecting properties for building permits. We are constantly attempting to improve the data we have to value properties and it is an ongoing process. We have not seen any decrease in activity of new construction and other types of permits from the 2020 Grand List due to COVID-19.

A reminder to all veterans who have ninety (90) days of wartime service, including merchant marines who served during WWII, are eligible for a \$3,000 exemption for property tax purposes (e.g., real estate property or automobiles). Please file your DD-214 discharge papers in the Town Clerk's Office before October 1<sup>st</sup>.

## State Benefit

Veteran's below a certain income level and/or disabled veterans are eligible for additional property tax exemptions. Surviving spouses of veterans may also be eligible for this benefit. This benefit is income qualified and the following are the limits for the October 1, 2019 grand list. To calculate your income, you must add your adjusted gross income from your income tax return to your social security for 2019. They must be under the following limits to qualify.

**Single/Unmarried**                      **\$37,000**

**Married**                                      **\$45,100**

The deadline to file for this is October 1, 2020. Please call (860)742-4067 if you have any questions or concerns.

Michael J. D'Amicol  
Town of Coventry  
Assessor



## ***Coventry Land Use Office***

Quarterly Report for  
April, May, June  
~ 2020~

Eric M. Trott  
*Director of Planning and Development*

Mark Landolina  
*Planning Technician/Zoning Enforcement Officer*

Todd M. Penney, P.E.  
*Inland Wetlands Agent/Town Engineer*

Mindy Gosselin  
*Inland Wetlands Agent*

Heidi A. Leech  
*Land Use Permit Technician*

Erica Pagliuco  
*Market Master, Coventry Farmers' Market*

**PLANNING AND ZONING COMMISSION**

YEAR **2020**

April, May, June

APP. #	TYPE	DATE REC'D.	DATE PZC ACKN.	ADDRESS/APPLICANT BRIEF DESCRIPTION OF PROPOSED PROJECT	DATE OF DECISION	ACTION A/D/W/P*
20-03	S	6/22/20	6/22/20	1600 Boston Tpke, Application of Garrett Homes, LLC, 7,500 sq. ft Retail Space		P
20-04	S	6/22/20	6/22/20	65 Birch Trail, Application of Eric Trudon, Single Family Residence – New Construction		P
20-05	S	6/27/20	7/13/20	1197 Main Street, Application of Blue Acorns, LLC, Addition – Eye Trade		P

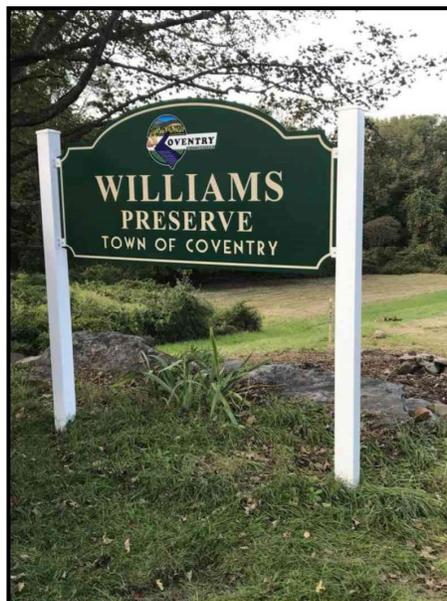
Special Permit – S  
Zone Change – ZC  
Subdivision Regulations – SR  
Zoning Regulations – ZR  
Site Plan Review - SP  
Permit Amendment – A  
Lot Line Modification - L  
Extension Request – E  
Scenic Road – SC  
Special Exception – SE  
Declaration of Nonconforming Use – N  
Subdivision – No Code Letter  
Garage – G

A - Approved  
D - Denied  
W- Withdrawn  
P – Pending

**April, May, June**

**DISCUSSION AND ACTION TOPICS:**

- Reviewed and provided recommendations on the Capital Improvement Program Budget pursuant to CGS 8-24.
- Reviewed the mitigation and resolution to a Conservation Easement intrusion issue that occurred at 761 Babcock Hill Road.
- Approved a lot line modification to an approved lot within the Sweeney Subdivision on North School Road.
- Approved a minor modification to the Cumberland Farms site plan to allow the placement of a wood guiderail to be placed along the easterly property line.
- Reviewed memorandum prepared by Planning Staff in response to comments from former ZBA member on Zoning Regulations and ZBA application history.
- Reviewed preparation for public hearing on the revised Plan of Conservation and Development and scheduled date.
- Reviewed correspondence Planning Staff prepared and sent to Walgreens regarding damage to the stone wall along RTE 44, with a request to repair it and comply with the project approval conditions.
- Reviewed business reopening activities in response to COVID pandemic.
- Review and provided recommendation on acceptance or State of CT DOT conveyance of 1294 and 1312 Main Street to the Town, pursuant to CGS 8-24.
- Held preliminary discussion with Garrett Homes, LLC and the project design team for a proposed retail development at 1600 Boston Turnpike.
- Reviewed project phasing adjustment for the special permit approval of the Creative Living Community of CT on Boston Turnpike.



*Williams Preserve – Cooper Lane*

**April, May, June**

## DISCUSSION AND ACTION TOPICS:

- Held a virtual ‘Town Hall’ public forum for the small business community to discuss ways the Town and Commission can support small businesses during the COVID crisis. The Tolland Chamber of Commerce, local banks, and Staff from the CT Main Street Center partnered in the event.
- Students from Nichols College who are working directly with local businesses to assist them in broadening their internet visibility and support their business growth, provided an update on the work that they are doing.
- The Commission reviewed a memorandum prepared by Staff which provides a comprehensive review on all pending economic development related projects that are in various stages of progress.
- Discussed the status of ongoing and new projects in town.
- Discussed the ongoing work of AdvanceCT (formerly the CT Economic Resource Center) to prepare the Regional Economic Development Action Plan with the towns of Bolton, Coventry, Mansfield and Tolland. The consultant is in the process of finalizing the draft document for staff review.
- Discussed the status of the historic structure conditions assessment being funded by the State Historic Preservation Office for the Caprilands site. A consultant was hired and completed work on the assessment. The RFP process was concluded and only one response was received, but was rejected due to it being an insufficient submittal.
- Discussed the status of the Bolton/Coventry sewer extension project. The Town is considering next steps to address CT DEEP’s concerns.
- Discussed the status of construction on the Cumberland Farms project on RTE 44.
- Discussed ongoing efforts to encourage a medical office project with Hartford Health Care on RTE 44 to address Dr. Keenan’s office closing.
- Held a preliminary discussion with Garret Homes, LLC and the project design team for a proposed new retail use being considered at 1600 Boston Turnpike.
- Hosted a Google small business webinar, in partnership with the Towns of Bolton, Mansfield, Tolland and the Tolland County and Windham Chambers. The subject was how to use YouTube to help market and grow a business.
- Reviewed Staff’s work to assist local businesses with their re-opening plans during the COVID pandemic.
- Reviewed work to prepare for the start of the Farmers’ Market season under a new operations plan to react to the COVID pandemic.

**April, May, June**

DISCUSSION AND ACTION TOPICS (CONT'D):

- Reviewed the adaptive re-use proposals for the former Knights of Columbus property on Snake Hill Road for an archery club, and for the former Muldoon's Farm Stand on Boston Turnpike for an amusement center.
- Reviewed the recent activities of the Creative Living Community of CT on their property on Boston Turnpike. Staff is assisting them in gaining State grant funding for a vocational greenhouse. Also, CLCC is pursuing the construction of a farm stand and parking on the premises as a first phase of their project.
- Reviewed and made a motion to support the expansion project of EyeTrade Optical at 1197 Main Street, which is pending with the Planning and Zoning Commission.



*Thornton Brook Preserve – Pucker Street*

## **PLANNING STAFF HIGHLIGHTS**

YEAR **2020**

### **April, May, June**

- Continued and created modified new office procedures and protocols to address the COVID 19 pandemic situation. Web based and in office solutions have been implemented to continue a good level of service to our customers.
- Working with small businesses in town as well as with the Tolland County Chamber of Commerce to provide information and guidance on COVID 19 grant and resource assistance.
- Continued work with the design teams who are preparing development plans for the properties at 1572 and 1600 Boston Turnpike for new medical office and retail uses respectively.
- Continued planning efforts for the 2020 Farmers' Market season.
- Continued involvement with the Tolland County Chamber of Commerce Economic Development Committee as Coventry's representative, including serving on the Board of Directors and Executive Committee.
- Continued to be involved with Probate Court proceedings involving the Caprilands estate.
- Continued work with the Planning and Zoning Commission Subcommittee to complete the final draft of the Plan of Conservation and Development and bring the matter to public hearing for adoption.
- Continue to work with AdvanceCT (formerly the CT Economic Resource Center) to finalize the 4-town economic development action plan with Bolton, Coventry, Mansfield and Tolland.
- Continued to work with Windham Hospital on the planning for a new medical facility in Coventry for Dr. Keenan.
- Completed work with Evelyn Cole Smith Architects that was hired to conduct a conditions assessment report of the historic buildings on the Caprilands property. Closed out the grant funding with the State of CT Historic Preservation Office.
- Facilitated RFP process for Caprilands adaptive re-use. Due to limited and insufficient response to RFP, Staff continues to work with the Estate while it pursues the sale of the property on the open market.
- Continued work with the State of CT DEEP and the consultant hired to perform the Coventry Lake hydrilla treatment to prepare the proposed treatment plan for 2020.
- Continued work with the consultant who performed the Eagleville Lake fanwort treatment for the treatment plan for 2020.
- Continue to work with the Protected Lands Stewardship Committee and the Department of Public Works for trail and site maintenance and other improvements at the Williams Preserve on Cooper Lane.
- Prepared a draft list of proposed zoning regulation amendments for the Planning and Zoning Commission, with the goal to provide improve clarity, convenience and recommendations included in the draft Plan of Conservation and Development.
- Assisted the Creative Living Community of CT in preparing a Neighborhood Assistance Act grant application to gain funds for a vocational greenhouse.
- Continued work with the State of CT DEEP to address violations involving a fisherman's easement/access on a private property on Woodbridge Road.

**ZONING ENFORCEMENT**

YEAR **2020**

**April, May, June**

Mark Landolina - Planning Technician/Zoning Enforcement Officer

<u>ZONING PERMITS ISSUED</u> =	91
Single Family Dwellings	8
Condominiums	0
In-Law Apartments	3
Accessory Structures	
Decks/Porches	15
Sheds/Gazebos	9
Barns	0
Detached Garages	3
Pools	11
Additions/Attached Garage	5
Grading/Clearing	0
Commercial Use/Signage	0
Home Occupation	2
Interior Renovations	5
Driveway	18
Roof Mounted Solar PV	9
Other	4*
Total	<u>92*</u>

\*Includes, hot tubs, dormers, pavilions and other improvements

CERTIFICATES OF USE AND OCCUPANCY = **\*14**  
(Signed for zoning compliance by ZEO)

Single Family Dwellings	1
In-law apartment	1
Condos	1
Accessory Structures	
Decks/Porches	0
Sheds/Gazebos	8
Barns	0
Detached Garages	1
Pools	0
Additions/Attached Garages	1
Other	1
Commercial Use/Signage	0
Total	<u>14</u>

**ZONING ENFORCEMENT (Cont'd)**

**YEAR 2020**

**April, May, June**

**INSPECTIONS\***

Erosion and Sediment Control	5
Limits of Clearing	2
Certificate of Occupancy	14
Pre-Approval Inspection	5
Seed and Mulch Bond Release/Inspections	1
Zoning Complaints (initial & follow-ups)	6
Blight Complaints (initial & follow-ups)	5
Blight/Zoning Combined Inspections	2
Street Number Assignments	0
Other	7
Total	<u>47</u>

**VIOLATION/ENFORCEMENT INSPECTIONS (NEW)\***

<u>Category</u>	<u># of Complaints Investigated</u>
Erosion/Sediment Control	0
Drainage	3
Permit Conditions Not Met	0
Non-permitted Activity or Structure	1
Signage	0
Illegal Dumping/Oil Spills	0
Clearing, Filling	1
Junk Yard	1
Greater than 1 unregistered motor vehicle	3
Unlicensed motor vehicle dealer/repair	4
Outdoor wood burning furnace	1
Residential motor vehicle sales	0
Livestock/Poultry/Agriculture	3
Nuisance	1
Other Zoning Enforcement	0
Blight complaints	3
Total	<u>21</u>

## **ZONING ENFORCEMENT**

YEAR **2020**

**January, February, March**

### **News from Zoning Department:**

#### **Personnel**

Mark continues to work on his Master's in Urban Planning outside of work.

#### **Enforcement**

Starting in mid-march, enforcement has been sensitive to the difficult circumstances caused by the COVID-19 pandemic. Staff will continue to monitor the status of all enforcement matters, but only prioritize immediate public health safety and welfare violations during the State emergency. In June, zoning enforcement began to pick up again, but continues to be flexible to those that are in difficult circumstances due to the state of emergency. Complaints continue to come into the office, but these receive lesser priority to the long-standing violations.

#### **GIS**

There have been several improvements to the CRCOG GIS site, included updated GIS boundaries, significant reduction in mismatch errors, 2019 aerial imagery, town zoning data, and other fixes that improve user experience. Mike D'Amicol and Mark worked with the CRCOG IT staff to make these needed improvements.

#### **Other**

Mark and the Senior Housing Alternative Study Committee (SHASC) continue to work on the study on the need for senior housing in Coventry. The group spent time understanding the developable landscape in Coventry and what it will take to bring senior housing to the community. The SHASC worked on an extensive survey to gain feedback from the community on their preferences and needs for senior housing.

Mark has been busy working with contractors and property owners both on site and in office meetings to plan development projects that meet the zoning regulations requirements. Other areas of focus during this quarter include assisting in economic development efforts in the Village, reviewing site plans and applications for the Planning and Zoning Commission with Eric Trott, and continuing administrative work for the Zoning Board of Appeals.

**ZONING BOARD OF APPEALS**YEAR **2020**

April, May, June

APP. #	DATE REC'D.	DATE ZBA ACKN.	ADDRESS/APPLICANT BRIEF DESCRIPTION OF PROPOSED PROJECT	DATE OF DECISION	ACTION A/D/W/P
20-01Z	1/2020	2/18/2020	154 Cheney lane/Lynch/ New rear Lot Driveway Feasibility	4/21/2020	A
20-02Z	2/2020	3/17/2020	190 Trowbridge Road/ Senna/ Expansion of Structure for Deck and Porch	4/21/2020	A
20-03Z	2/2020	3/17/2020	100 Eric Drive/Hierl/Side Yard Setback Encroachment (New Addition)	4/21/2020	A
20-04Z	4/2020	4/21/2020	51 Woodland/ Borst / Side Yard setback encroachment for new home	4/21/2020	A
20-05Z	4/2020	5/19/2020	131 Lake Road/ LaPointe/ Vertical Expansion of Non-Conforming Home	5/19/2020	A
20-06Z	5/2020	6/16/2020	191 Woodbridge Road/ Carpenter/ Side-yard setback encroachment for in-law	6/16/2020	D

A - Approved  
D - Denied  
W- Withdrawn  
P - Pending

**INLAND WETLANDS APPLICATIONS**

**YEAR 2020**

**April, May, June**

<b>Permit No.</b>	<b>DATE REC'D IN OFFICE</b>	<b>DATE IWA ACKN.</b>	<b>DATE AGENT REFER.</b>	<b>ADDRESS/APPLICANT/BRIEF DESCRIPTION OF PROPOSED ACTIVITY</b>	<b>DATE OF DECISION</b>	<b>ACTION</b>
20-03W	2/18/20	2/26/20		Scott Shroyer, Owner, Addition in Upland Review Area of Coventry Lake at 90 Hemlock Lane	4/15/20	A
20-04W	2/26/20	2/26/20		Suzanne Choate, Owner, Rebuild lakeside wall on Coventry Lake, 323 Woodland Road	4/15/20	A
20-07W	3/24/20	3/25/20		BL Company, Agent, Retail space with work in Upland Review Area at 1600 Boston Turnpike	5/27/20	A
20-08W	3/30/20	4/22/20	4/22/20	Brian Grondin, Owner, Addition in Upland Review Area at 422 North River Road	5/7/20	A
20-09W	4/16/20	4/22/20		Save N Go, Owner, Replacement of Underground Tanks at 1657 Boston Turnpike	5/27/20	A
20-10W	4/17/20	4/22/20		Walter Borst, Owner, Demo and Rebuild Single Family Lakeside Home at 51 Woodland Road	5/27/20	A
20-11W	4/22/20	4/22/20		James Blair Landscaping, Applicant, Norm Myers, Owner, Permeable Paver Patio and Driveway in Upland Review Area at 35 Shore Drive	5/7/20	A
20-12W	4/20/20	4/22/20		Thomas Archambault, Demo and Rebuild Single Family Home on Coventry Lake at 285 Woodland Road	7/1/20	A
20-13WA	5/5/20			Bernard Reilly, Owner, Deck with Screen Porch in Upland Review Area at 496 Bunker Hill Road	5/8/20	A
20-13W	5/6/20	5/27/20		Anthony Skut, Owner, Re-establish single family dwelling in Upland Review Area at 190 Avery Shores	6/24/20	A
20-14WA	5/7/20			David Senna, Owner, Construction of Decks in Upland Review Area at 190 Trowbridge Road	5/8/20	A
20-15WA	5/13/20	5/28/20		Glenn Hill, LLC Owner, Grading and Deck in Upland Review Area at 2448 Boston Turnpike	5/28/20	A
20-16WA	5/13/20			Elizabeth Strede, Owner, Aboveground Pool at 113 Standish Road	5/13/20	A
20-17WA	5/18/20			Skip's Wastewater Services, Applicant, Septic Replacement in Upland Review Area at 2646 Boston Turnpike	5/21/2020	A
20-18W	5/20/20	5/27/20		Titan Construction, Applicant, Detached Garage in Upland Review Area at 2880 South Street		P
20-19W	5/27/20	5/27/20		Creative Exteriors, Applicant, Permeable Paver Patio at Lakeside of Coventry Lake at 199 Standish Road	6/12/20	A
20-20W	5/27/20	5/27/20		Gary Costello, Owner, Demo and Rebuild Single Family Residence at 55 Edgewater Drive		P

Permit No.	DATE REC'D IN OFFICE	DATE IWA ACKN.	DATE AGENT REFER.	ADDRESS/APPLICANT/BRIEF DESCRIPTION OF PROPOSED ACTIVITY	DATE OF DECISION	ACTION
20-21W	5/22/20	5/27/20		Joseph Guardino, Owner, Demo and Rebuild Single Family Residence at 10 Avery Shores		P
20-22W	5/27/20	5/27/20		Mark Wheaton, Owner, 3-Lot Subdivision on Grant Hill Road	6/24/20	A
20-23WA	5/28/20			Andrew Bushnell, Owner, Shed in Upland Review Area of Coventry Lake at 267 Woodland Road	6/2/20	A
20-24W	6/11/20	6/24/20		Larry & Eileen Hosey, Owners, Construct new house, demo old, at 105 High Meadow Lane		P
20-25NJ	6/16/20	6/24/20		Rachel McKenna, Owner, Sterling Aquatics, Applicant, Agricultural Pond Work at 233 Dunn Road	6/24/20	NJ
20-26WA	6/17/20			James Walker, Owner, Seth Arzt, Applicant, Deck in Upland Review Area at 356 Woodland Road	6/18/20	A

W – Wetlands Agency  
WA – Wetlands Agent  
AR – As of Right  
NJ - Non-Jurisdictional

A - Approved  
D - Denied  
P - Pending  
W - Withdrawn  
NJ - Non-Jurisdictional

# OFFICE OF TOWN CLERK

---

Lori Tollmann  
Town Clerk

Brooke R. Manning  
Assistant Town Clerk

## QUARTERLY REPORT APRIL 1 – JUNE 30, 2020

*The **Town Clerk** serves the Coventry Community under the guidance of the General Statutes of the State of Connecticut. The clerk is responsible for filing and maintaining all land records, maps, vital statistics, agendas and minutes of all Boards and Commissions, registering veteran's discharges, trade name certificates, liquor permits, Notary Public appointments and issuing marriage, sports and dog licenses and administering elections in coordination with the Registrar of Voters.*



### Recording & Licensing

#### Receivables & Revenue:

- ✓ The Clerk's Office collected \$193,114.33 this quarter, of which the Town retained \$58,736.83.



Activity	Volume	Revenue
Total Documents Recorded	563	21,153.00
Real Estate Conveyances Recorded	50	29,219.50
Copies	1,645.33	1,645.33
Unanticipated Funds	100.00	100.00
Trade Name Certificates.	3	30.00
Liquor Permits	2	40.00
Burial & Cremation Permits	5	25.00
Marriage Licenses	12	192.00
Vitals Copies	95	1,930.00
Notary Fees & Renewals	19	140.00
Dog License Fees	922	927.00
Maps Filed	5	130.00
Fish & Game License & Permit Fees	13	13.00
Conveyance fees	50	50.00
PA-490	0	0
PA-146 Clerk	563	694.00
PA-05-228, 09-229 & 13-247 LOCIP	563	1,041.00
PA-05-228, 09-229 & 13-247 Clerk	563	1,407.00
<b>Town Clerk Revenue Transferred to the Treasurer:</b>		<b>\$58,736.83</b>

**PUBLIC ACT 00-146:** This Public Act requires the Town Clerk to receive a fee of \$10 for each document recorded in the town's land records. Eight dollars (\$8 of the \$10) collected during the previous calendar month are forwarded to the State Treasurer for deposit in the historic documents preservation account. Two dollars of the fees is retained by the Town Clerk for preservation and management of historic records. By law these funds may not be used to supplant budgeted funds. These are new fees that went into effect December 1, 2017.

**PUBLIC ACTS 05-228, 09-229 & 13-247:** When initially implemented PA 05-228 required the Town Clerk to collect an additional \$30 fee for each document recorded on the town's land records. The State of Connecticut received \$26 of each fee to fund affordable housing development and farmland, open space and historic preservation. The town kept the remaining \$4, of which \$3 must be used by the town to pay for local capital improvement projects, LOCIP, as defined in Sec. 7-536 of the general statutes. On June 30, 2009, Governor Rell signed Public Act 09-229 into law. This legislation required an additional \$10 fee for the first page of land recordings. The purpose is to provide a safety net program for Connecticut's one billion dollar dairy industry. PA 13-247 became effective July 15, 2013. This public act alters the fee structure for Mortgage Electronic Registration System (MERS) documents recorded from that date forward. Certain MERS documents require \$127, others \$110 of the filing fee to be remitted to the State. There are 6 options for the calculation of fees requiring a thorough examination of each document. These fees are collected, combined and remitted with three respective reports to the State of Connecticut.



**State Fees Collected and Remitted:** The Clerk's Office is required to act as an agent for the State of Connecticut to collect fees, which are not revenue to the Town of Coventry, and remit these fees to various state agencies. For the quarter, \$134,114.50 in fees was collected. Associated reports were prepared and funds were disbursed to the State as follows:

PA 13-247	\$ 12,492.00
PA 05-228 & 09-229	22,582.00
Marriage Licenses	408.00
Fish & Game Licenses	263.00
PA-146	2,776.00
State Conveyance Tax	88,427.50



Additionally, fees for dog licenses are collected throughout the year. Annually, the entire surcharge collected, plus 40-50% of the license fee, excluding the Town Clerk's fee of \$1.00 per license, is remitted to the State of Connecticut.

	Dog License Fee	Surcharge
April - June	\$5,443.00	\$1,986.00

**Electronic Document Recording:** The State of Connecticut Legislative Regulation Review Committee approved the Real Property Electronic Recording Regulation in 2013. The Town Clerk drafted an electronic recording agreement and business operating procedures which were submitted to the Town Attorney for review. In March, 2014 the agreements were executed by three electronic recording delivery agents, Simplifile, eRecording Partners Network and Corporation Service Company, and Global Indecomm to our delivery agents.

Each day we will receive a summary report by email from the delivery agent showing the recording fees. We will provide that report to the Accounting Office for reconciliation. Our land records vendor, IQS, is currently partnered with the delivery agents and processes electronic recording in other states. There is no additional cost to land record offices. Property transfers cannot be processed currently as the State of Connecticut Department of Revenue Services is not ready to accept real estate conveyances taxes electronically.

**Dog Licensing:** The month of June is annual dog licensing month. All dogs over 6 months of age are required to be licensed no later than June 30<sup>th</sup> to avoid a penalty. In May, we printed and mailed 1,200 license renewal notices to all dog owners of record. We had our vendor redesign our renewal notices to put all dogs own by that owner on one notice. Licensing will continue throughout the year, but fees will increase at \$1.00 per dog for each month overdue. Due to Covid19 and Executive Order from Governor Lamont late fees were

We had over 300 entries again this year for our #1 Dog Tag. The lucky winner was Kemba, who is own by Jeff Beausoleil.

**Rabies Clinic:** The thirty-six Annual Rabies Clinic was cancelled this year due Covid19.

### **Annual Town Meeting and Adjourned Annual Town Meeting**

The Coventry Annual Town Meeting and Adjourned Annual Town Meeting were cancelled due to the Covid19 virus. The Coventry Town Council held public meetings electronically. Budget was passed by the Town Council.

### **Staffing Updates/Activities**

Due to Covid19 all Town Clerk conferences and classes were cancelled. Both Brooke and I were able to access online classes through CCM. These classes will give us credit toward our Certified Connecticut Municipal Official status.

**Our office** prepared and mailed to the Officials of all 11 Special Taxing Districts in Coventry requesting updated financial and annual reports as required by Section 7-325(c) and 7-392 of the Connecticut General Statues.

**BUILDING DEPARTMENT QUARTERLY REPORT**  
**4<sup>th</sup> QUARTER**  
**April, May, June 2020**

There was an approval of five (5) permits issued for new dwellings this quarter.

<b>NEW HOUSE PERMITS ISSUED FOR THE 4th QUARTER FY 2019-2020 FISCAL YEAR</b>		
<b>MONTH</b>	<b>DATE</b>	<b>ADDRESS</b>
<b>APRIL</b>		
	<b>NONE</b>	
<b>MAY</b>		
	<b>5/8/2020</b>	<b>50 CARNIC ALPS ROAD</b>
	<b>5/27/2020</b>	<b>90 HEMLOCK LANE</b>
	<b>5/28/2020</b>	<b>151 SATARI DRIVE</b>
<b>JUNE</b>		
	<b>6/23/2020</b>	<b>70 BEEBE FARMS ROAD</b>
	<b>6/26/2020</b>	<b>650 DUNN ROAD</b>

Foundation work also started for six (6) residential dwellings at 60 Windy Hill Road, 70 Beebe Farms Road, 164 Satari Drive, 15 Wolf Hill Road, 17 Godiva Lane, and 40 Windy Hill Road. In addition to these new home foundation permits, six (6) permit have been issued to replace its foundation due to the crumbling foundation at 44 Satari Drive, 97 High Meadow Lane, 201 North Farms Road, 140 Lewis Hill Road, 38 High Meadow Lane, and 1266 Cedar Swamp Road.

Home owners are happily settling into six (6) newly built homes.

<b>NEW HOMES ISSUED CERTIFICATE OF OCCUPANCIES 4TH QUARTER 2019-2020 Fiscal Year</b>	
<b>ADDRESS</b>	<b>DATE</b>
<b>210 CROSS STREET</b>	<b>4/13/2020</b>
<b>545 STONEHOUSE ROAD</b>	<b>4/21/2020</b>
<b>7 FLANDERS WOODS LANE</b>	<b>4/30/2020</b>
<b>NONE FOR MAY</b>	
<b>241 WINDSWEPT WAY</b>	<b>6/12/2020</b>
<b>761 BABCOCK HILL ROAD</b>	<b>6/23/2020</b>
<b>726 FLANDERS ROAD</b>	<b>6/25/2020</b>

**Municipal Projects:**

Permitting was issued in the month of June for new exterior lighting and lighting poles at the Coventry Grammar School. Also, a new roof top heat pump unit was installed at the wastewater treatment plant.

**Commercial Projects:**

New commercial projects were light this quarter. We issued two permits in the month of June. One was for new gas holding tanks at the Save-n-Go gas station at 1657 Boston Turnpike. The other was for new antennas to replace existing older antennas at a cell tower at 400 Riley Mountain Road.

There were three hundred ninety-eight (398) inspections completed this quarter.

The Building Official completed zero (0) hours of continuing education this quarter due to class cancelation in response to COVID-19.

The Building Official responded to a structure fire at 95 Edgewater Drive this past quarter.

**Permits for this Quarter**

PERMIT TYPES	April, 2020	May, 2020	June, 2020	Fourth Qtr.	2019-2020
				2019-2020	ANNUAL TOTALS
Houses only	0	3	2	5	22
Foundation only	6	3	3	12	41
Condominiums	0	0	0	0	0
Commercial Bldg/Renov	0	0	2	2	7
Industrial Bldg/Renov	0	0	0	0	0
Public Bldg/Renov	0	0	0	0	2
Additions	0	5	6	11	28
Garages/Carports	0	2	1	3	8
Sheds/Barns	1	1	3	5	13
Decks/Porches	9	5	7	21	57
Pools	1	5	4	10	13
Demolition	1	2	0	3	14
Woodstove	0	0	2	2	29
Miscellaneous	6	7	5	18	118
Renov/Repair/Alter	9	8	16	33	130
Plumbing	2	2	5	9	48
Heating	15	11	9	35	194
Electric	14	22	24	60	208
<b>TOTAL PERMITS</b>	<b>64</b>	<b>76</b>	<b>89</b>	<b>229</b>	<b>937</b>
<b>PERMIT VALUE</b>	<b>\$1,149,411</b>	<b>\$1,821,300</b>	<b>\$1,660,439</b>	<b>\$4,631,150</b>	<b>\$17,498,397</b>
<b>FEES COLLECTED</b>	<b>\$7,666</b>	<b>\$25,514</b>	<b>\$22,449</b>	<b>\$55,629</b>	<b>\$221,348</b>
Certificate of Completion	43	33	89	165	677
C/O's - New Homes/Condos	3	0	3	6	19
C/O's - Other	2	2	2	6	23

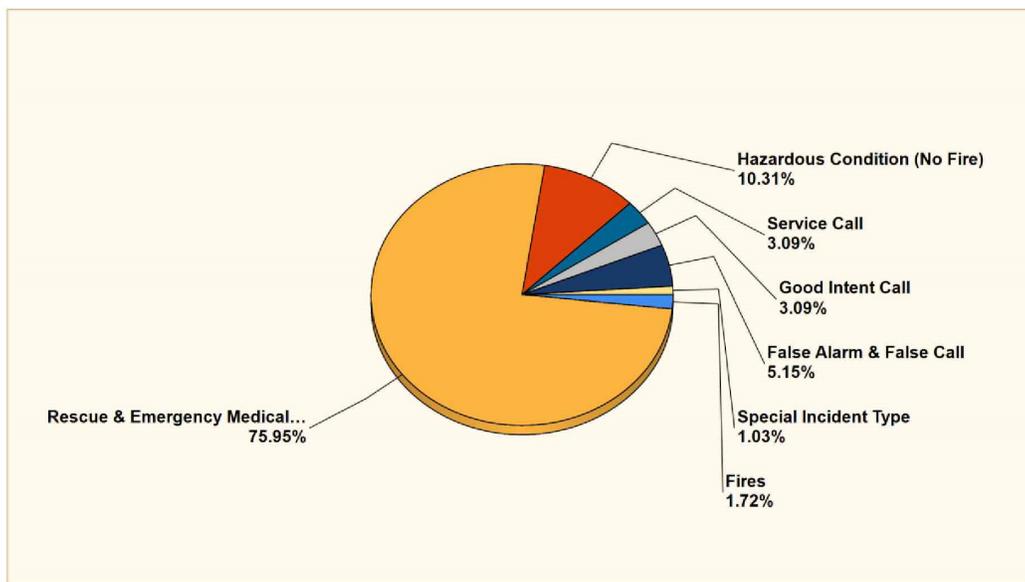
# TOWN OF COVENTRY FIRE-EMS DEPARTMENT



## QUARTERLY REPORT

April 1, 2020 – June 30, 2020

Major Incident Types by Month for Date Range (553)



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	5	1.72%
Rescue & Emergency Medical Service	221	75.95%
Hazardous Condition (No Fire)	30	10.31%
Service Call	9	3.09%
Good Intent Call	9	3.09%
False Alarm & False Call	15	5.15%
Special Incident Type	3	1.03%
<b>TOTAL</b>	<b>292</b>	<b>100.34%</b>

## **April – June 2020**

In April, we continued to stay engaged in receiving Covid information being disseminated by a number of State Agencies. We also conducted weekly local emergency management team meetings via Zoom. Beginning April 15<sup>th</sup>, the fire department began doing drive by birthday celebrations for residents. Additional progress steps were made towards the unification of the Fire Departments and the Ambulance including the interview and appointment of Interim Fire Chief Bud Meyers.

In May we participated in conference calls with AFG related to a communications grant submitted by the Fire Department as well as partnered with UConn in a research grant application related to safer personal protective equipment. A number of scheduled meetings / conferences / Summits were cancelled due to Covid-19. Some were rescheduled to later in the year while others were just cancelled altogether. Captain and Lieutenant interviews were conducted to fill the positions in the organization chart for our new unified department. Selections were made and appointments were offered to the candidates seeking leadership positions.

In June we wrapped up year-end purchases and budget transfers. Contractors for FY21 Capital projects were contacted to schedule deliveries and work projects. We continue to meet monthly with the Local Emergency Coordination Committee and a joint meeting of the Board of Fire Officers and the Transition Team. We capped off the month of June with a swearing in ceremony for the newly appointed officers of Department 18 at Patriots Park. We celebrated the history of the departments as we looked forward to a unified future.

***SAFETY MESSAGE:***

Hurricane Season is here and we encourage you to prepare in advance by referencing the linked information sheet from the [www.ready.gov](http://www.ready.gov) web site. The height of the season doesn't arrive until September, however we want to share some safety resources with you in advance of the peak of the season.

[https://www.ready.gov/sites/default/files/2020-03/hurricane\\_information-sheet.pdf](https://www.ready.gov/sites/default/files/2020-03/hurricane_information-sheet.pdf)

If you have any questions or concerns for your Fire Administrator, please contact:

James McLoughlin, Fire-EMS Administrator  
Emergency Management Director  
Town of Coventry  
1712 Main St.  
Coventry, CT 06238  
860-742-4064  
[jmcloughlin@coventryct.org](mailto:jmcloughlin@coventryct.org)

Quarterly Report  
Fourth Quarter FY 19/20  
April 2019 – July 2019

Coventry Police Department



Agency Directive 1.2.2 indicates that each year, the chief of police shall develop a statement of goals and objectives for each agency component, (Administration, Operations and Support). Each member of the agency shall have an opportunity to provide input into the formulation of component and agency goals and objectives. The chief of police shall facilitate this input by asking agency personnel to submit their ideas, suggestions and recommendations in writing. The chief shall review and consider this material in developing the component and agency goals and objectives. Agency goals and objectives shall be developed as part of the budget preparation process and included as part of the budget submission. The goals and objectives of the Town Council shall also be used as guidance in preparing the agency goals and objectives.

Each quarter, the chief of police shall analyze the progress being made towards the achievement of the stated component goals for that year. The chief shall detail the progress in a written report.

Listed below are the stated goals and objectives for each agency component for the 19/20 fiscal year and information regarding the department's efforts and progress toward meeting those goals.

#### ADMINISTRATION

**Goal:** *Continue to comply with CALEA and POST Accreditation standards.*

**Objectives:**

- Successfully complete third year of four-year assessment cycle.
- Provide additional training to supervisory staff on accreditation process and practices.



*After having the fourth year's standards review completed in June, the agency had a site-based assessment from May 4 through May 6. The assessment was conducted remotely by two assessors.*

*We will participate in a virtual CALEA Commission meeting during the last week of July where the agency will be reviewed for reaccreditation.*

**Goal:** *Plan and organize a citizens police academy to be offered to interested town residents to be held in September and/or October 2019.*

**Objectives:**

- Develop a course outline and lesson plan for a citizens police academy by August 1, 2019.
- Advertise session for twelve residents by August 15, 2019.
- Deliver 10 to 12 sessions of the citizen's police academy from September to December 2019.

*Due to both staffing shortages and COVID-19 restrictions, we have been unable to move forward with this project. We hope to be able to conduct a Citizen's Police Academy during the next fiscal year.*

**Goal:** *Become recognized through the Connecticut Police Chiefs Association as a 'Serve Well – Be Well' agency*

**Objectives:**

- Conduct two group activities focusing on officer wellness (a mindfulness-resiliency training (MRT), and a meeting with spouses or other family members of officers regarding officer wellness (guest lecturer on first responder family stress).
- Offer an annual officer wellness checkup through our service provider.
- Establishment of a "peer-to-peer" group or other initiative within their agency.

*Two additional staff members have been trained for the Crisis Intervention Team. Officer Wellness checks by our EAP provider will take place in the spring. Sergeant Iger, the CIT team leader, has continued to be involved in CIT activities, and presenting on a state-wide level.*

## OPERATIONS

**Goal:** *Continue to aggressively enforce DUI laws and hazardous moving traffic violations.*

**Objectives:**

- Conduct one sobriety checkpoint during the year with the participation of Metro Traffic Services.
- Conduct two seatbelt checkpoints and four concentrated enforcement efforts focusing on hazardous moving violations.
- Increase enforcement of distracted driving violations and speeding violations by 10 percent over the previous fiscal year.

*No checkpoints were conducted during the quarter due to COVID-19 restrictions. Additionally, traffic flow was extremely light.*

**Goal:** *Design and utilize a more effective employee performance evaluation process.*

**Objectives:**

- Collect and evaluate sample performance evaluation instruments.
- Design performance evaluation instrument specific to the job duties and responsibilities for each assignment type.

*The supervision completed all of the employee performance evaluations during the last quarter the feedback on the new forms from both the supervisors and officers was very positive. We will reviews the forms for any changes prior to the next performance evaluation.*

**Goal:** *Purchase and provide training for the FaroZone scene diagramming device and software.*

**Objectives:**

- Purchase the hardware and software by September 1, 2019.
- Provide training in the use of the FaroZone system for selected patrol staff by January 15, 2020.

*The agency purchased the FaroZone diagramming device and accompanying software. Training for six officers was conducted in October.*

**Goal:** *Increase the use of social media in order to inform and engage the public on activities of the police department.*

**Objectives:**

- Designate an officer as the social media coordinator.
- Train at least one officer in various social media platforms by August 2019.
- Provide training for staff on providing social media content for the social media officer.

*Officer Carpenter has received training in social media and officers continue to provide information to Officer Carpenter.*

*Officer Carpenter continues to post informative messages on our Facebook and Twitter accounts.*

*We now have over 5,600 followers on Facebook.*



**Training during the quarter was limited due to restrictions of COVID-19. Most in-person training outside the agency had been cancelled. Quarterly training for April to June, 2019**

**April**

All training during the month of April was cancelled

**May**

Detective Krukoff had a one day CREST training  
Officers Anderson, Michaud and Bona participated in a day long Use of Force ZOOM class

**June**

Officer Greener went to a weeklong CREST training  
Detective Krukoff went to a one day CREST training  
All officers attended a one hour in-house PEER training  
Officers Vail and Carpenter finished the weeklong recertification training with Spector  
Chief Palmer finished his recertification training with Spector

**Other Items of Interest**

A listing of calls for service for the quarter is attached. Because of COVID-19 related issues, calls for service this quarter were down 32% over the same period last year. This is due to a number of factors including less traffic, many people staying home and schools being closed.

Chief Palmer has been participating in remote meetings with DEMHS Region 4 for RSF 13 (Law Enforcement). These meeting have been in regards to the law enforcement response to COVID-19 issues as well as recent protests and rallies.

We are also participating in meetings with the local COVID-19 Emergency Task Force.

Our agency has been assisting the Emergency Management Director in picking up Personal Protective Equipment (PPE) and keeping track of what is available for all town departments.

The town manager found a used surplus police boat that we thought would be useful for our lake patrol. For the price of \$50.00 and approximately \$4,000.00 of repair work, we now have a great boat for our lake patrol. The boat has an all-aluminum hull with rigid-inflatable sides a four stroke motor. The boat will last many years. We will auction off the old police boat to offset some of the repair costs.

The upgrade of our CAD/RMS system is on-going.

We are participating in remote meeting in relation to the PREA TIPS grant. PREA promotes sexual safety in our lockup. Sgt. Iger has been assigned to work with Chief Palmer on this project.

Recruitment for an open police officer position began on March 16 and ended July 1. We received 82 applications.

As a result of an on-going internal investigation regarding allegations of serious misconduct, Michael Hicks resigned from the department on June 8, 2020.



# Coventry Police Department Incident Analysis

4/1/2020...6/30/2020

		Shift			Total
1st	2nd	3rd			
188	638	506			<b>1332</b>

UCR	Nature	1st	2nd	3rd	Total
001	Marine Patrol Activity	0	7	9	16
029	Disabled Motor Vehicle	0	10	6	16
11D	Fondling	0	1	0	1
13A	Assault Aggravated	0	0	1	1
13B	Assault Simple	0	0	2	2
13C	Intimidation	0	3	5	8
152	Suicide Threat/Attempt	3	3	5	11
220	Burglary	1	0	2	3
23C	Larceny Shoplifting	0	3	0	3
23D	Larceny Theft From Building	0	1	0	1
23F	Larceny Theft From MV	3	12	2	17
23G	Larceny Theft of MV Parts	0	1	0	1
23H	Larceny All Other	0	4	0	4
240	MV Theft	2	1	0	3
250	Counter/Forgery	0	1	0	1
2604	Fireworks/Gunshots	1	3	19	23
2608	Abandoned MV	0	0	1	1
2609	Littering	0	2	1	3
2619	Building Check	3	0	1	4
2625	Notification	0	1	0	1
2631	Public Hazard	0	28	18	46
26A	Fraud False Pretenses	0	2	1	3
26B	Fraud Credit Card/ATM	0	2	2	4
26E	Fraud Wire	0	1	0	1
290	Vandalism	0	6	0	6
2914	Animal Complaint	7	42	10	59
3009	Susp Person/Activity/MV	26	41	103	170
326	Illegal Parking	0	0	4	4
332	Harassment/Harassing Phone Calls	1	2	5	8
334	Untimely Death	2	1	0	3
343	MV Accident (Injuries)	2	2	3	7
344	MV Accident Evading	1	1	2	4
346	MV Accident (No Injuries)	2	7	4	13
347	MV Accident (Private Property)	0	2	0	2
351	Alarm	12	27	21	60
353	Medical	23	53	39	115
355	MV Stop	14	15	29	58
35A	Drug/Narcotic Violation	0	0	2	2
36B	Sexual Assault (Statutory)	0	0	1	1
375	Routine Assistance	6	77	34	117
377	Open Door/Window	3	1	2	6
388	Miscellaneous	4	18	8	30



## Coventry Police Department Incident Analysis

4/1/2020...6/30/2020

390	Police Information	1	9	2	12
391	CREST callout	1	1	1	3
392	METRO callout	1	0	0	1
396	Escort	1	1	1	3
398	Missing Person	0	1	3	4
399	Lost And Found	2	6	2	10
400	Family Matter - Non Arrest	2	4	11	17
401	Repossessed Vehicle	1	1	0	2
4811	Finger Printing	0	34	0	34
4858	Fire	4	12	12	28
4867	Background Investigation	0	4	0	4
4873	Assist Other Agency	6	11	16	33
4874	Test Ticket	0	1	0	1
520	Weapon Law Violations	0	1	0	1
82	Runaway/Non NIBRS	0	0	1	1
861	Disturbance (Non-Domestic)	0	12	13	25
863	Town Ordinance Violation	0	2	0	2
866	Noise Complaint	2	1	9	12
889	Check Welfare	3	19	15	37
890	MV Erratic Operation	2	14	16	32
891	MV Lock Out	0	7	5	12
90C	Disorderly Conduct	0	1	0	1
90D	DWI	1	0	2	3
90Z	All Other Offenses	0	2	3	5
911	911 Hang Up Call	1	7	2	10
Sup	Supplemental	44	106	50	200

**Human Services Department  
Quarterly Report  
April-June 2020**

***Staff:***

**Annemarie Sundgren, Human Services Administrator  
Dianna Grindle, Administrative Assistant  
Sneha L’Heureux, Youth Services Coordinator  
Brenda Bennett, Senior Center Coordinator  
Sarah Leete, Transportation Coordinator**





## **HUMAN SERVICES OFFICE**

### ***April - May - June 2020***

There's a new face in the Human Services Office! Annemarie Sundgren has joined our team as the Human Service Administrator. Annemarie comes to us from the City of Bristol and brings with her 16 years of experience in the field of Human Services. We are very excited to have her join us.

## **A. HUMAN SERVICES**

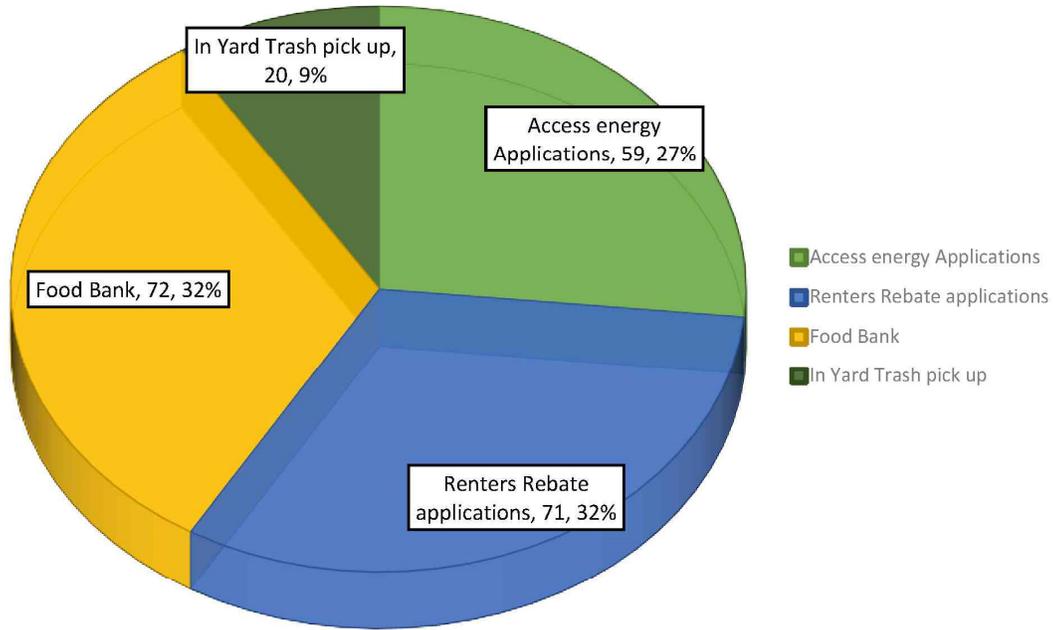
### **Meetings:**

- CFECT: 4/29
- CLASS Meetings: 5/21
- Covid/ Emergency Management: 4/30, 5/7, 5/14, 5/21, 5/28, 6/4, 6/11, 6/18
- Governor Prevention: 5/13, 5/20, 5/27, 6/25, 6/30
- CCM: 5/21
- Mandated Reporter Training :5/15
- JRB: 5/12
- Tri-County Collab: 6/3
- Suicide Prevention: 6/3
- Hoarding: 6/12

**Direct Services:** 0 unduplicated client cases

\*There have been no in person appointments since March 23<sup>rd</sup> due to COVID-19. We have continued responses to phone and email inquiries. We conducted 12 phone intakes as well as responding to clients inquiries for assistance with rent, food insecurity, transportation, mental health, substance abuse and elder care.

## PROGRAMS



- Estimated Rebate amount for Coventry residents thru Renters Rebate is \$36,438.17. Checks will be issued by the State of Connecticut in early November.

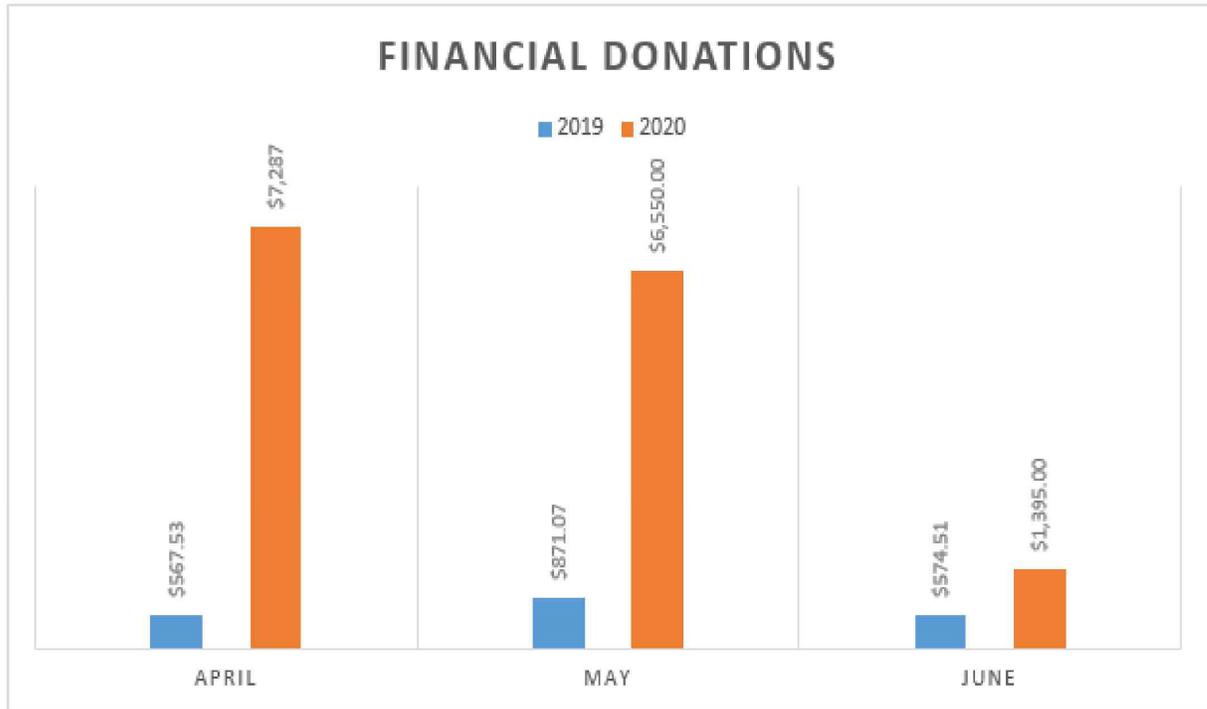
➤ **FOOD BANK: April – June**

<b>Assistance Records: 72</b>
Total Household Assistance: 42 with a total of 121 members (40 kids)

Unfortunately, many events that we rely on to stock our food bank, such as the Girl Scout Camporee, Postal Letter Carrier Food Drive and the Coventry Public School end of school year food collections, were cancelled due to Covid-19. We reached out to the community and we became overwhelmed by the response. We relocated the food bank to Town Hall and it was sustained with the generosity of our residents. Food Bank adjustments included curbside pick-up at Town Hall and a Highland Park Gift card for each family or individual to offset the costs of fresh produce/dairy and deli needs.

**SPECIAL NEEDS:**

- We received a total of \$15,232 in donations from: United Way (employee donations program), Coventry Public Schools, First Congregational Church, Second Congregational Church, Coventry Lions Club, with the majority donated by Coventry residents.
- An increase in gift cards donated by residents was especially helpful as it not only benefits our clients but also struggling restaurants and stores in our community.



- **SALVATION ARMY:** Salvation Army provided our office with 125 premade food boxes consisting of 10 meals per box. As of 6/30, 100 boxes were distributed to residents.



- **PUBLIC RELATIONS :** Facebook, Eblast, Press releases, Spring Newsletter and Munivision., Collaboration with BOE for Food Bank availability.

## **B. SENIOR SERVICES**

*In response to COVID 19 & the directives of the Governor, the Senior Center ceased all NON-Essential activities and in-person visits effective 3/13/2020. Our senior community has heeded the warnings from the CDC to stay home and stay safe. The Senior Center's primary goal was to promote social connection to our patrons during this quarantine period to prevent feelings of isolation. We shared webinars and resources and we updated our toolkits on how to promote social connection and engagement while practicing social distancing.*

### **Indirect Services**

➤ **Homemade Facemasks**

Partnering with Lynn Goodwin of 2nd Congregational Church, Stichtn' Time Group and resident, Trudy Steininger to distribute *FREE* homemade masks to Coventry residents. Ongoing solicitation for fabric and materials will sustain the production of masks.

➤ **Outreach to the Community**

The Coordinator has sought low-tech solutions to address the welfare of our senior community. In addition to well-check visits via telephone calls, we began offering the use of the office "drive-up" window. Patrons are reminded to "ask for help", are provided referrals to other agencies and departments as needed. Members are encouraged to create a phone-tree for those who may live alone.

➤ **CHOICES Counseling**

Certified CHOICES counselor, Penny Whitaker, had a total of 10 volunteer hours and helped individuals remotely during this quarter. CHOICES provides unbiased information about Medicare benefits.

➤ **Accessing Technology - Survey Calls to Residents**

We placed over 25 calls to senior members to assess capabilities for on-line programming and willingness to participate. The use of technology makes the program delivery possible to all who have a computer, tablet or smartphone with internet capabilities. A huge challenge amongst our members is the lack of internet connectivity.

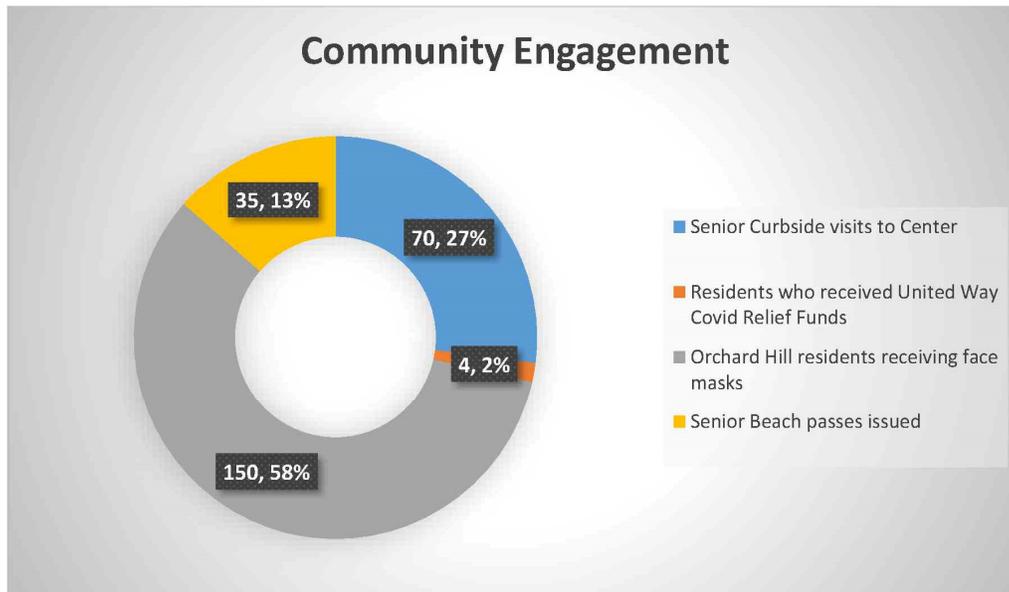
➤ **Puzzle and Book Distribution**

Our senior community is enjoying the opportunity to access *FREE* puzzle (or 2) and books from the Center's collection.

## Meetings

- Coventry COVID Emergency Management Task Force (weekly)
- CT Association of Senior Center Professionals (CASCP) - Senior Center Task Force (biweekly)
- Human Services Department Zoom Staff Meetings – 5/5, 6/20
- Home Instead Senior Care, c/o National Council on Aging - Loneliness & Aging: The Other Epidemic : 4/27
- National Council on Aging – Preparing for Loss: Death & Dying & Grieving for Caregivers: 5/6
- State of CT – Online Mandated Reporter Training & Certification: 5/14/20
- CIRMA – Cyber Security Awareness: What All Municipal Employees Should Know : 5/21
- National I&R Support Center - Using Technology to Meet the Needs of Older Adults & Isolated at Home: 5/27
  
- Engaging the Community ~ Human Services Dept. and Parks & Rec : 6/10
  
- 6/22/20 Sponsored by the CT Chapter Alzheimer’s Association – Dementia Conversation & Memory Conversations : 6/22

## Community Partnerships/Engagement



## Building Maintenance

5/29 – ServiceMaster stripped/washed/waxed the vestibule, hallway and multi-purpose room  
6/29- AirCare Environmental Services, Inc., performed ventilation/air duct system cleaning and decontamination services for the Center and Patriots Park Lodge.

## **Public Relations**

### ➤ **Monthly Newsletters / Social Media**

The Center reinstated the mailed newsletter with a *Special COVID Edition* to members providing a resource to services and available program and town/government closures, as well as the most-frequently asked questions. Each month (April, May, June), approximately 258 monthly newsletters were mailed to Coventry households.

### ➤ **Facebook**

Providing public service announcements was crucial during this quarter. The Senior Center Facebook Page currently has **217** “likes”, **22** more than last quarter.

## **C. TRANSPORTATION**

**The Coventry Rides Transportation Program is funded by the Town of Coventry and grants from the Department of Transportation.**

# Days of Operation: 9

# Vehicle Hours Average/Daily: 2.2

# Miles Total: 148

# Vehicle Hours: 20

# of Individuals Riding: 5

# of One-Way Trips: 32

Appropriate documents were filed to maintain compliance with CT Department of Transportation. Sarah Leete, Transportation Coordinator, completed the Connecticut Mandated Reporter Training for Community Providers on May 14, 2020.

Sarah Leete, Transportation Coordinator, is currently driving seniors and residents with disabilities to medical appointments as needed. Riders are asked to sit in the seats at the back of the vehicle to maintain six-foot distance from the driver and only one rider (or riders from the same household) are allowed on the vehicle at a time. Masks and hand sanitizer are required and available on the vehicle. The vehicle is wiped down with disinfectant after each run. A barrier guard was installed behind the driver’s seat in the van and other barrier options are being looked at for individual seats.

**Volunteer Van and Bus Drivers** (*Not on the schedule until further notice*): Brian Coss, Christine Coss, Yvonne Filip, Jerry Haugh, Howard Haberern, Jack Thayer, Jim Wicks, and Joyce Wicks.

**Private Car Drivers** (*Not on the schedule until further notice*): Cheryl Buck-Kenny, Sue Chvirko, Chris Coss, Lori Boucher, Trena Gale, Paulette Marquis, Claudette Polhemus, Sylvia Jobbagy, Terry Thayer and Wayne Whitaker.

Transportation offered Monday, Tuesday and Thursday from 9-1 to locations in Coventry, Bolton, Manchester, Tolland, Rockville/Vernon and South Windsor. Transportation is available on Wednesdays for Out to Lunch Bunch and luncheons at the Senior Center and will continue when Covid 19 restrictions are lifted. Van transportation is for grocery and other shopping, voting, senior workshops, employment, town events and entertainment. Private car volunteers provide trips to Farmington, Hartford, Glastonbury and Newington for medical appointments.



**COVRRRA QUARTERLY REPORT  
APRIL, MAY & JUNE 2020**

**TRANSFER STATION: MATERIALS RECEIVED**

	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>TOTAL</b>
Receipts	\$0	\$2,674	\$3,974	\$6,648
Electronic waste – ea	0	269	287	556
Propane tanks – ea	0	6	22	28
Bulky CD/brush – tons	0	28	33	61
Scrap metal – tons	0	6	9	15
Tires – ea	0	18	18	36
Leaves – tons	0	2	2	4
Refrigerant – unit	0	28	53	81
Mattress / box spring	0	0	73	73
Customers	0	456	526	982

**TRANSFER STATION: MATERIALS TRANSFERRED**

	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>TOTAL</b>
Willi Waste – cd – tons	0	24	49	74
Willi Waste – brush – tons	3	12	8	22
Willi Waste – metal – tons	0	5	10	14
Take2 - refrigerant – units	0	21	37	58
Take2 - electronics (CED) – lbs	1,210	3,709	3,945	8,864
Take2 - electronics (non) – lbs	290	1,092	913	2,295
Take2 - uw lamps, mixed – lbs	0	0	0	0
Take2 - batteries, mixed – lbs	0	0	0	0
Mighty Flame – propane tanks – ea	0	0	0	0
Bob’s Tire – ea	0	0	30	30
Bay State Textiles – lbs	770	1,090	760	2,620
Bye Bye Mattress	31	26	91	148

**CURBSIDE PICK UP**

**(all material listed below hauled to Willimantic Waste Paper by All American Waste)**

	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>TOTAL</b>
MSW @ \$67.86 / ton	347	354	351	1,052
Expenditure	23,556	23,994	23,792	71,342
Recycling @ \$30 / ton	114	104	105	323
Expenditure	3,420	3,120	3,150	9,690
Bulk @ \$76.93 / ton	20	19	20	59
Expenditure	1,539	1,462	1,539	4,539

(may be slight "total" discrepancies due to rounding)

## **WPCA 2020 2<sup>nd</sup> Quarter Report: April, May, June**

### **Wastewater Treatment Plant (WWTP):**

Designed for Average 200,000 gallons per day  
Average Flow this Quarter = 150,349 gallons per day  
Peak Daily Flow this Quarter = 266,767 gallons per day

### **Route 44 :**

- Western Route 44 Sewer Planning Area: We are working with the State to attain approval for this project. Our Town Manager held a conference call with DEEP, OPM, State Treasury Dept., officials from Bolton & Vernon, and 4 State Legislators to discuss the matter. DEEP has concerns with using sewers to facilitate development without a complete environmental review. Also while Coventry is not applying to use any State funds or grants we hope to connect to Bolton's sewer system which did use State grants so the project falls under additional review. The Town Manager and staff are continuing to work with the various state agencies to find a path forward.

### **Sewer Collection System:**

- BOE Fiber Optic Project: The fiber project is nearly complete. We performed site inspections and worked with the contractor where the fiber cables ran close to our sewer lines.
- Sewer line repairs: with help from Public Works we were able to excavate and repair a buried sewer grinder pump line before it became a problem. In the past we had hired contractors for this type of repair but we learned from them and are able to save a couple thousand \$\$ by doing work in-house.
- We have been inspecting manholes and planning repairs/adjustment in preparation for paving various roads this summer/fall.

### **Wastewater Treatment Plant:**

- Rooftop Heat Pump / AC Unit: Due to COVID-19 there was a delay at the factory and then another delay to get a crane truck here. Installation is scheduled for early July.
- Flushable and non-flushable wipes have become an even more severe problem with the onset of COVID-19. We had 2 blockages in June caused by wipes but fortunately we caught them in time and removed them before any sewage overflowed. Wipes manufacturers market their products as "flushable" to sell them but there is no industry standard or independent certification process. Wipes are clogging our pipes, pumps, and valves. We have been educating our residents about wipes via e-blasts and town newsletters. If our users continue to abuse the sewer system we will need to purchase machinery to remove wipes and other trash from our wastewater before they can block pipes and cause sewage overflows.

- Thank you to our assistant operator Charlie Grossmann for stepping up and taking on additional responsibilities to allow greater staff distancing during COVID-19. Thanks also to Public Works staff Colin D., Charlie H., and Mike M. for assisting with operations and helping us ensure coverage.

**Sewer System Capacity:** When all properties with sewers available connect into the system we will be very close to a threshold set by CT DEEP that could trigger expensive Treatment Plant upgrades. If DEEP mandates treatment upgrades as part of our permit renewal we will apply to increase capacity at that time as well. Inflow & infiltration removal will always be important even if our capacity is increased so staff will continue to search for and remove clean water from the system. The WPCA will continue to monitor capacity closely and review new connections on a case by case basis.



### Seasonal Highlight:

*Disc Golf Course at Creaser Park  
OPENS for Play!*

Course Designer Karl Molitoris has been working with Monica Bragdon and her DPW crew to get the first 5 holes ready and the next four are 75% there.

A Community Service Volunteer set the out of bound brick markers throughout the course. Someone from a Facebook post donated the bricks.

Tee signs, designed by Coventry native Adam Hassett and his company Sweet Hat Disc Supply have been ordered and are being installed.

*A loaner program for beginner discs with rules of the game and a scoresheet will be available soon!*



## COVENTRY PARKS & RECREATION

1712 MAIN STREET  
COVENTRY, CT 06238

Wendy L. Rubin, CPRP, Director  
Caterina Merriam, Rec. Supervisor

[www.coventryct.org](http://www.coventryct.org)  
[www.facebook.com/CoventryParksAndRecreation](https://www.facebook.com/CoventryParksAndRecreation)



# PARKS & RECREATION QUARTERLY REPORT: SPRING 2020

APRIL – MAY - JUNE

## SOCIAL DISTANCING & THE IMPACT OF COVID-19 ON PARKS

### *Coventry Beaches Open for the 2020 Summer Season with new COVID-19 Safety Rules:*

Patriots Park & Lisicke Beach both opened for the season Memorial Day Weekend. The “Pre-Season” soft opening saw the beaches staffed with gatekeepers and social distancing monitors, to ensure patrons follow social distancing guidelines. Beaches open with Lifeguards on Saturday, June 20<sup>th</sup>.

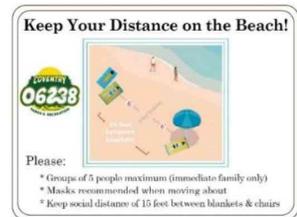
New COVID-19 Safety Rules were posted at both beaches and capacity was dropped to 50%. Attendees are encouraged to stay home if they are sick, wash their hands/use hand sanitizer before & after all activities, maintain 6-ft social distancing (15-ft on beaches) from others and wear masks when moving around the parks, just to name a few.

### *Staff Training Gets an Update:*

Lifeguard training was adapted to protect our employees and the public with new rescue and first aid procedures. Zoom meetings and a mandatory 7 hour on-line, blended “lifeguard training and operations review” from the Red Cross were held. We instituted a new Park Ranger program and trained all staff in customer service, dealing with difficult patrons, de-escalation techniques, and listening skills.

### *Program Updates:*

Swimming Lessons and Kayak rentals were put on hold. With Town Hall closed to the Public, we adjusted and made Beach stickers available for purchase online and at the Patriots Park Gate during normal operating hours.



Social Distancing @ Lisicke Beach



Social Distancing @ Patriots Park



## Project Updates:

### Professional Development: COVID-19

As a result of the abundance of information, recommendations and guidance from a multitude of entities, both Ms. Rubin & Ms. Merriam spent much time this quarter participating in the following virtual trainings:

- CT Land Trust Q&A with DEEP Commissioner Dykes
- American Camping Association: Virtual On-Boarding and Training
- NRPA: Continuity Planning and Virtual In Services for Aquatic Facilities
- Children and Nature Network: City Leaders Supporting Access to Nature
- City Parks Alliance: Planning for the Summer and Beyond in our Parks
- OEC Youth Camp Town Hall
- STMA Town Hall Meeting: Parks & Recreation, K-12 Facility Maintenance
- Sustainable CT: Community Match Fund
- Reopen CT Virtual Roundtable
- NEPA WEBINAR: The State of our Region
- Pre-Planning for Re-Opening: Beaches, Parks & Summer Camps. Are we ready?
- Redwoods Group: Discussing Aquatics in Uncertain Times (weekly)
- Inland Swimming Discussion w/COGs and DEEP
- Cyber Security Awareness: What All Municipal Employees Should Know
- COVID-19 pandemic. Youth Sports
- Best Practices for Navigating a Safe Reopening of Municipal Offices
- NRPA Webinar: Public Playspaces: Guide To Open Safely and Equitably
- CRPA Webinar: Opening Municipal Park & Recreation Summer Programs & Facilities and Planning for the Return to Play
- Virtual Town Hall Hosted by ACA & YMCA re: Camp Operation Field Guide & Recommendations Review
- NRPA Webinar: Summer Camp & Innovative Youth Programming
- Afterschool Network Webinar: Keeping Youth Engaged this Summer
- CRPA Camp Sections & Webinar: Making the Tough Call

### Camp Wangumbaug: A Change of Plans

The State of CT Office of Early Childhood released their initial Summer Camp Guidelines in April, with another revision mid-May. Based on their recommendations, coupled with guidance from the Eastern Highlands Health District, the CDC, and the American Camping Association plans were determined for operating an in-person Camp this summer. However, due to the limitations of the guidelines and the overall risk associated with COVID-19, the Parks & Recreation Commission voted to *Camp Wangumbaug* for the 2020 season.

In lieu of an in-person offering, Camp Staff began work on a new initiative, the *Wangumbaug Weekly* Newsletter. The first edition was released on June 29<sup>th</sup> and included a craft project, a game to play at home, a design your own animal challenge and video content featuring our Camp Director Megan Yanez and Head Counselor Hayley Jacobs!



### Wongy the Lake Monster Hits the Town!

Yasmine Forte, Office Assistant/Gatekeeper and Art Major was commissioned to give “life” to a long-standing Parks & Rec. folklore figure, Wongy the Lake Monster. Thanks to her works, Wongy is quickly becoming a prominent fixture in our new *Wangumbaug Weekly* Newsletters through coloring pages, mad libs, crossword puzzles, and graphics. Staff is also working on a “Flat Wongy” campaign to be launched in July, modelled after the well-known children’s book “Flat Stanley.”

Based on Yasmine’s rendering of Wongy, we also worked with a local graphic artist to turn Yas’s drawings into a high-resolution animation that can be used on print media, as well as on online platforms. Say “Hi!” to Wongy, your friendly neighborhood Lake Monster and newly improved Parks & Rec. mascot:



### PARKS ARE ESSENTIAL!

If parks are essential (which they are) and have remained open during this time (which they are in Coventry, with appropriate restrictions and guidelines in place), then of course our parks and rec employees are essential as well. They always have been, of course, but their importance is now becoming clearer. For this, we say “Thank You!” to every parks and recreation employee here in Coventry and nationwide working through this stressful and challenging time. You were already doing it, every day, seven days a week, year-round, with a smile on your face and an unwavering dedication to public service, but now you do it in the wake of a pandemic and national emergency going into its third month. You too are essential – and you always have been.



**Booth & Dimock Memorial Library**  
**2019-2020 4<sup>th</sup> Quarter**  
**April – June 2020**

- I. Administration**
  - a. Days Open to public: 0
    - i. Days Open for Curbside: 16
  - b. Hours of Operation: 80
  - c. Visits: 0
- II. Circulation**
  - a. Total: 4,737
    - i. Books & Serials: 4,018
    - ii. Video: 85
    - iii. Audio: 634
    - iv. Electronic: 2,043
  - b. Borrowers Added: 27
  - c. Cards issued to Residents: 6,071
  - d. Cards issued to non-residents: 2,021
  - e. Interlibrary Loan
    - i. AT other libraries: 0
    - ii. FROM other libraries: 0
- III. Collection**
  - a. Total: 49,241
  - b. Added: 971
- IV. Programs**
  - a. Total Programs: 89
  - b. Total Attendance: 2,082
- V. Library Services**
  - a. Reference Questions: 408
  - b. Computer Assistance: 0
  - c. Internet Use Total:
    - i. On library desktops: 0
    - ii. On library wi-fi: 7,750
- VI. Curbside**
  - a. 413 curbside bags
  - b. Circulated 2,484 items
  - c. 369 telephone reference questions
  - d. 15 curbside printing order
- VII. General**
  - a. Bibliomation migration process in place – on track for go-live date of August 4<sup>th</sup>

**VIII. Maintenance**

- a. LED conversion project completed
- b. Air filters in HVAC system changed and filter replacement schedule developed.

Respectfully Submitted,  
Margaret Khan, Director

**Department 51--Activity 5101  
Booth Dimock/ Porter Libraries**

As of 06-30-20

		<b>Budgeted FY 19-20</b>	<b>Spent YTD</b>
51000	Salary & Wages	\$ 325,150.00	\$ 322,956.05
51059	Payroll Taxes and Insurance	\$ 29,600.00	\$ 28,451.95
51121	Fringe Benefits	\$ 30,000.00	\$ 29,170.16
51999	Revenue Offset	\$ (15,200.00)	\$ (13,022.91)
52020	Finance and Accounting	\$ 6,700.00	\$ 6,690.00
52040	Internet	\$ 5,690.00	\$ 2,587.50
52080	Professional Affiliation	\$ 1,130.00	\$ 1,199.00
52090	Travel Meetings and Mileage	\$ 1,600.00	\$ 1,557.62
52130	Service Contracts	\$ 11,820.00	\$ 16,557.16
52140	Equipment Repairs	\$ 11,750.00	\$ 9,634.11
52160	Building Repairs/ Maintenance	\$ 9,450.00	\$ 1,972.56
52240	Miscellaneous	\$ 4,400.00	\$ 4,177.51
53010	Office Supplies	\$ 5,000.00	\$ 4,998.32
53220	Subscriptions/ Books	\$ 35,300.00	\$ 37,201.71
53225	Program Costs	\$ 5,500.00	\$ 4,794.70
54540	Computer Replacement & Upgrades	\$ 3,000.00	\$ 5,774.71
55010	Telephone	\$ 1,920.00	\$ 2,171.64
55020	Electric	\$ 17,700.00	\$ 14,170.53
55030	Heating Fuel	\$ 6,250.00	\$ 5,088.64
55040	Water	\$ 475.00	\$ 540.74
55050	Sewer	\$ 375.00	\$ 375.00
55130	Disposal Fees	\$ 2,940.00	\$ 2,988.83
<b>TOTAL \$</b>		<b>500,550.00</b>	<b>\$ 490,035.53</b>