

# TOWN OF COVENTRY

## QUARTERLY REPORTS



July - September 2020

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**Cover photo:** *The parking lot at Coventry Grammar School was redesigned to allow access for more buses and a dedicated drop-off area that separates pedestrians from vehicle traffic. Photo by John Elsesser.*

# 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**

Lease purchase bids were solicited and awarded for the purchase of a dump truck, a police cruiser and a fire department service truck. The bid award was an interest rate of 1.705% and was done without the added costs that are added in a bond sale.

Significant time was spent closing out FY19-20. Our office is almost complete in preparation for the audit which will commence at the end of October.

Union negotiations continued for both the Supervisors and Town Hall staff unions.

The first application to FEMA for COVID costs was submitted for Town costs through June 30. We are evaluating the Coronavirus Relief Fund for potential additional reimbursement.

Our actuarial valuation for the Town Pension Plan as of 7/1/20 began. Information was supplied to the Town's actuary for computation of updated liabilities.

Final pension preparation for three employees were completed. In addition, preliminary calculations for one employee was estimated.

## **Meetings attended**

Finance Committee of the Town Council

Town Council

Pension Committee

Cemetery Commission meetings

Town/BOE Worker Safety Committee

Town GIS coordinating committee

BOE/Town IT coordination

ECHIP Executive committee meetings

Vice, Chair

ECHIP Board meetings

ECHIP Wellness committee meetings

Farmers Market Planning Committee

School Building Energy Efficiency and

School Roofs Committee

# Collector of Revenue

July is always an extremely busy month processing tax and COVRRRA payments. Tax collecting during a pandemic was a new experience for us all this year. Taxpayers were strongly encouraged to avoid in person payments at Town Hall. Our concern for the health of our community was the driving factor. Once CDC and health department guidelines were in place, Town Hall opened to a limited capacity. Everyone was required to wear a mask and maintain social distance.

Most taxpayers, mindful of the health situation, took advantage of the alternative payment options offered. Many learned how to pay online through the town's website. Assistant Collector Carrie Zahner and Revenue Clerk Ida Cabral were patient and professional helping those taxpayers paying online for the first time. Others preferred to use the permanently mounted drop box located inside the building's rear entrance. The many taxpayers that pay by mail continued to do so.

August continues to be a heavy collection month because we still receive mail with good postmarks to process as well as late payments that require special handling. This additional handling is in the form of partial payment letters for those accounts that have a balance due because interest was not included with the late payment. Once the good-postmarked payments are processed, back tax statements (BTS) begin to roll out. The August batch of BTS included 549 unpaid real estate and 171 unpaid Personal Property accounts. During this time, we are also adjusting many tax bills based on certificates of correction issued by the Assessor's office. By the end of August, 941 sewer use bills were prepared, printed, and mailed with a September 1 due date.

Delinquent statements for unpaid July motor vehicle taxes (2,022 for ½ the alphabet) and 997 combined Real Estate and COVRRRA bills were prepared and mailed in early September. Sewer use payments were steady throughout the month with the expected increase in volume during the last few days of the pay cycle. Tax liens were released this month for 86 Real Estate accounts, 124 COVRRRA accounts and 43 Sewer accounts.

Much of September is also spent in preparation of the Annual Report as well as the Annual Audit. The auditors are to begin their work during the last week of October 2020.

The report of collection for the first quarter is attached.



# Assessor

## July

July, as usual was a busy month for the Assessor's Office. This month is typically, where we have the most traffic from taxpayers coming in to inquire about their tax bills. However due to COVID 19 this was not the case. Instead, we did most of the inquiries through fax, email or mail. Our office worked on motor vehicle corrections that were sparked by residents receiving tax bills for vehicles that they did not own or should have been registered in other towns. We also are still having issues where the taxpayers received no bills at all due to motor vehicle not renewing their registrations. During this month, our office corrected 383 motor vehicle issues up through the end of July. We also corrected 8 personal property accounts and 62 real estate assessments mostly issues remaining from the Revaluation that was done in 2019.

## August

August was a good month for catch up after a busy July for the Assessor's Office. The board will be meeting once this year due to the few appeals from the valuation process used by the town's Assessor. During this month, our office corrected 39 total Motor Vehicle, 3 Personal Property and 5 Real Estate assessments. We also prepared our personal property declarations that will be mailed out sometime in September. Part of this process was receiving information from the Secretary of State for new Limited Liability Companies that have been formed. We also spent time conducting inspections on all building permits and properties that have a crumbling foundation issues.

## September

September was spent preparing for personal property and getting them out in the mail by 14 September. Our office gathered information for new accounts through several different ways. We used new permits that were taken out for home businesses, trade name certificates, the department of revenue service and the Secretary of State Office to discover new accounts. With this information, we created a database for all filers and were able to expedite the printing and mailing of our declarations giving taxpayers more time to file prior to the November 2nd deadline.

During this month, our office corrected 42 Motor Vehicle, one Real Estate and one Personal Property assessments.

Deadline for filing veterans DD214's "veterans discharge from active duty" was September 30<sup>th</sup>. Cards were made up for any new veterans and their exemption was applied to record of ownership if applicable. The remaining will be held for application to Motor Vehicles.

The Board of Assessment Appeals met on September 10, 2020. Two appellants appealed four motor vehicles. The Board reduced three of the four for a total reduction of \$10,700. The one vehicle valuation denied was due to the taxpayer being 30 minutes late for his appointment. The Homeowners reduction claim and the Additional Veterans claim were also filed with the Office of Policy and Management in September 2020.

We are continuing the ongoing foundation inspection process through the December 1<sup>st</sup> deadline. For more information, regarding crumbling foundations please use the following link;

<https://ct-coventry2.civicplus.com/438/Concrete-Foundations>

Michael J. D'Amicol  
Town of Coventry  
Assessor

# OFFICE OF TOWN CLERK

*Lori Tollmann*  
Town Clerk

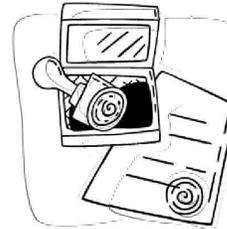
*Brooke R. Manning*  
Assistant Town Clerk

## QUARTERLY REPORT JULY 1 – SEPTEMBER 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 assisting in the administration of elections, 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.*

### Recording & Licensing



#### Receivables & Revenue:

- ✓ The Clerk's Office collected **\$357,122.70** this quarter, of which **the Town retained \$103,014.74.**



Activity	Volume	Revenue
Total Documents Recorded	733	\$26,214.00
Local Conveyances Recorded	113	\$66,024.57
Copies	3,277.17	\$3,277.17
Trade Name Certificates.	4	\$40.00
Liquor Permits	1	\$20.00
Burial/Cremation Permits	8	\$40.00
Marriage Licenses Issued	15	\$240.00
Vitals Copies	110	\$2,175.00
Notary Fees & Renewals	67	\$410.00
Dog License Fees	290	\$270.00
Maps Filed	10	\$200.00
Fish & Game License & Permit Fees	47	\$11.00
Conveyance fees	113	\$113.00
PA-490	0	0
PA-146 Clerk	733	\$920.00
PA-05-228, 09-229, 11-201 & 13-247 LOCIP*	733	\$1,680.00
PA-05-228, 09-229, 11-201 & 13-247 Clerk*	733	\$1,380.00
Miscellaneous/Unanticipated		0
<b>Town Clerk Revenue Transferred to Treasurer:</b>		<b>\$103,014.74</b>

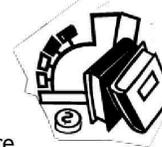
**PUBLIC ACT 00-146:** This Public Act requires the Town Clerk to receive a fee of \$10 for each document recorded in the town's land records. Eight dollars (\$8 of the \$10) collected during the previous calendar month are forwarded to the State Treasurer for deposit in the historic documents preservation account. The Town Clerk for preservation and management of historic records retains Two dollars of the fees. By law these funds may not be used to supplant budgeted funds. These fees 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 for the Town of Coventry, and remit these fees to various state agencies. For this quarter, **\$254,086.96** in fees was remitted. Associated reports were prepared and funds were disbursed to the State as follows:

PA 05-228, 09-229, 11-201 & 13-247	\$42,426.00
Marriage Licenses	510.00
Fish & Game Licenses	495.00
Historic Preservation PA-146	3,680.00
State Conveyance Tax	204,528.96



Additionally, fees for dog licenses are collected throughout the year. Annually, the entire 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
July – Sept.	\$1,791.00	\$656.00

## Staffing Updates/Activities



**Due to Covid-19 there were no meetings or Town Clerk classes.**



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

Quarterly Report for  
July, August, September  
~ 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**

July, August, September

APP. #	TYPE	DATE REC'D.	DATE PZC ACKN.	ADDRESS/APPLICANT BRIEF DESCRIPTION OF PROPOSED PROJECT	DATE OF DECISION	ACTION A/D/W/P*
				No new applications filed during this timeframe		
				Applications noted as received in the previous quarterly report were all administered and approved during this timeframe.		

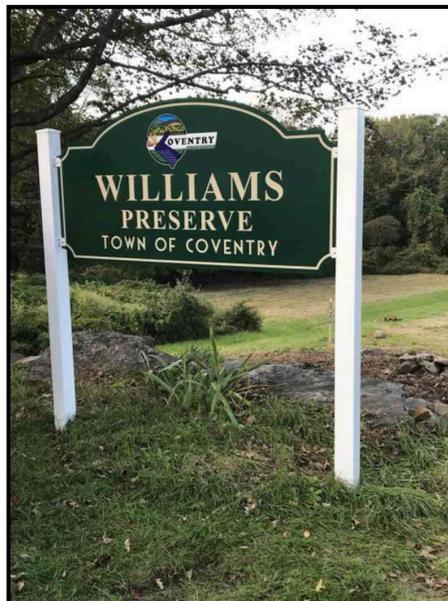
Special Permit – S  
 Zone Change – ZC  
 Subdivision Regulations – SR  
 Zoning Regulations – ZR  
 Site Plan Review - SP  
 Permit Amendment – A  
 Lot Line Modification - L  
 Extension Request – E  
 Scenic Road – SC  
 Special Exception – SE  
 Declaration of Nonconforming Use – N  
 Subdivision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

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

**July, August, September**

DISCUSSION AND ACTION TOPICS:

- Approved special permit amendment request of CLCC for a revision to the proposed farm stand structure on Boston Turnpike
- Held preliminary discussion on the proposed subdivision of Wheaton at 1022 Grant Hill Road.
- Approved subdivision extension request of Don Harwood for the Lillian Woods Subdivision on Cedar Swamp Road/Satari Drive.
- Reviewed zoning referral from the Town of Tolland for solar uses.
- Approved special permit extension request of Rebecca Mears for the construction of a new house at 66 Beaver Trail.
- Approved special permit modification of Derek Batz to allow an exterior deck at Dragonfire Meadery at 580 Main Street.
- Discussed the resignation of the Planning Tech/ZEO and the hiring process for a replacement.



*Williams Preserve – Cooper Lane*

**July, August, September**

## DISCUSSION AND ACTION TOPICS:

- Tim Liptrap, member and Nichols College Professor who is facilitating a project where student interns, that 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 Commission provided detailed input on the Plan. The final draft was completed and a public presentation was held.
- Discussed the status of the Caprilands property. The Estate is in the process of selling the property and is seeking Probate Court approval. Litigation continues with Dr. Cook. Staff is working on legacy planning with the Estate and Atty. General's Office.
- Discussed the status of the Bolton/Coventry sewer extension project. The Town is considering next steps to address CT DEEP's concerns.
- Discussed ongoing efforts to encourage a medical office project with Hartford Health Care on RTE 44 to address Dr. Keenan's office closing.
- Reviewed Staff's work to assist local businesses with their re-opening plans during the COVID pandemic.
- Reviewed the continuing work with the Farmers' Market under a new operations plan to react to the COVID pandemic.
- 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. A revised project plan is being conceived with the assistance of the Corporation for Independent Living.
- Discussed the grand opening of Cumberland Farms.
- Discussed the permitting process status with Dollar General.
- Members were assigned target development properties with owner contact information so that they can continue to reach out to the owners to discuss how the Town can assist with marketing or facilitating movement on development of the properties. Updates were provided by the members.
- A Google small business event was hosted on how YouTube can help with grow a business.
- Discussed the pending plans for Christmas in the Village.
- Discussed the pending plans for the Winter Farmers' Market.
- Met with the owners of the Nathan Hale Farm Stand on RTE 44 to discuss their business plans and opening.

**July, August, September**

DISCUSSION AND ACTION TOPICS (CONT'D):

- Discussed the new Health Hub medical service at CVS.
- Discussed the status of the Vinton Village apartment proposal on RTE 31.
- Discussed the work occurring with the Regional Long Term Recovery Committee being assisted by CRCOG.



*Thornton Brook Preserve – Pucker Street*

## **PLANNING STAFF HIGHLIGHTS**

YEAR **2020**

### **July, August, September**

- Maintained 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 efforts to support 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.
- Completed work with the Planning and Zoning Commission Subcommittee on the final draft of the Plan of Conservation and Development.
- Completed 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.
- 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.
- Continued work with the State of CT DEEP to address violations involving a fisherman's easement/access on a private property on Woodbridge Road.
- Began the process of hiring a new Planning Tech/ZEO.
- Worked with an arborist with a timber harvesting company to begin examining a forest management activity on the Nathan Hale Greenway properties to establish the beginnings of an informal trail system.

**ZONING ENFORCEMENT**

YEAR **2020**

**July, August, September**

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

<u>CERTIFICATES OF USE AND OCCUPANCY</u> =	<b>*14</b>
(Signed for zoning compliance by ZEO)	
Single Family Dwellings	2
In-law apartment	1
Condos	2
Accessory Structures	
Decks/Porches	2
Sheds/Gazebos	10
Barns	0
Detached Garages	2
Pools	1
Additions/Attached Garages	2
Other	0
Commercial Use/Signage	1
Total	<u>23</u>

**ZONING ENFORCEMENT (Cont'd)**

**YEAR 2020**

**July, August, September**

**INSPECTIONS\***

Erosion and Sediment Control	2
Limits of Clearing	3
Certificate of Occupancy	23
Pre-Approval Inspection	2
Seed and Mulch Bond Release/Inspections	3
Zoning Complaints (initial & follow-ups)	21
Blight Complaints (initial & follow-ups)	19
Blight/Zoning Combined Inspections	1
Street Number Assignments	1
Stormwater Mitigation	1
Other	2
Total	<u>78</u>

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

<u>Category</u>	<u># of Complaints Investigated</u>
Erosion/Sediment Control	8
Drainage	1
Permit Conditions Not Met	1
Non-permitted Activity or Structure	0
Signage	1
Illegal Dumping/Oil Spills	0
Clearing, Filling	1
Junk Yard	1
Greater than 1 unregistered motor vehicle	2
Unlicensed motor vehicle dealer/repair	1
Outdoor wood burning furnace	0
Residential motor vehicle sales	1
Livestock/Poultry/Agriculture	3
Nuisance	0
Other Zoning Enforcement	0
Blight complaints	4
Total	<u>24</u>

## **ZONING ENFORCEMENT**

YEAR **2020**

**July, August, September**

### **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**

July, August, September

APP. #	DATE REC'D.	DATE ZBA ACKN.	ADDRESS/APPLICANT BRIEF DESCRIPTION OF PROPOSED PROJECT	DATE OF DECISION	ACTION A/D/W/P
20-07Z	6/30/2020	7/21/2020	55 Edgewater/Costello/Coverage Variance for Demo and Rebuild		

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

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

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

## **INLAND WETLANDS AGENCY**

YEAR **2020**

**July, August, September**

### **News from the Inland Wetlands Agency**

Inland Wetlands Agency and Minimal Impact wetlands permits decreased during the third quarter of 2020. A total of 12 new applications were received. Four applications from second quarter were decided upon. The types of permits this quarter were similar to the previous quarter with the most common permits being for residential accessory buildings, additions, decks/porches, demo/rebuild and septic repairs within Regulated Areas. There were also a number of applications pertaining to replacing lake retaining walls due to deterioration of the existing structures.

Both Wetlands Agent, Mindy Gosselin and the Town Engineer/Wetland Agent, Todd M. Penney, P.E. are available to assist residents with their wetlands needs. Mindy Gosselin can be reached at 860-742-4062 or [wetlands@coventryct.org](mailto:wetlands@coventryct.org) and Todd Penney can be reached at 860-742-4078 or [tpenney@coventryct.org](mailto:tpenney@coventryct.org). They are available to discuss any of the above activity or to discuss any possible projects that property owners may be planning in or adjacent to a watercourse or wetland area. These preliminary discussions are beneficial as sometimes wetland areas and/or intermittent watercourses may not be obvious to a non-expert.

**BUILDING DEPARTMENT QUARTERLY REPORT**  
**1<sup>ST</sup> QUARTER**  
**JULY, AUGUST, SEPTEMBER, 2020**

The Building Department was busy issuing permits for new home builds in town with the release of seven (7) permits:

<b>NEW HOUSE PERMITS ISSUED FOR THE 1st QUARTER 2020-2021 FISCAL YEAR</b>	
ADDRESS	DATE
NONE FOR JULY	
15 WOLF HILL ROAD	8/13/2020
164 SATARI DRIVE	8/13/2020
190 AVERY SHORES	8/27/2020
24 WINDY HILL ROAD	9/1/2020
40 WINDY HILL ROAD	9/1/2020
17 GODIVA LANE	9/3/2020
217 HIGH STREET	9/21/2020

In addition to the new home permitting issued, we issued six (6) foundation only permits:

<b>FOUNDATION PERMITS ISSUED FOR THE 1st QUARTER 2020-2021 FISCAL YEAR</b>	
ADDRESS	DATE
217 HIGH STREET	7/6/2020
190 AVERY SHORES	7/14/2020
27 MORIN AVENUE	7/20/2020
NONE FOR AUGUST	
66 BEAVER TRAIL	9/11/2020
80 BEEBE FARMS ROAD	9/15/2020
10 AVERY SHORES	9/18/2020

We issued two (2) permits this quarter for replacing crumbling foundations:

<b>CRUMBLING FOUNDATION REPLACEMENT PERMITS ISSUED FOR THE 1st QTR 2020-2021 FISCAL YEAR</b>	
ADDRESS	DATE
NONE FOR JULY	
769 BREAD & MILK STREET	8/20/2020
39 JOSHUA LANE	8/28/2020
NONE FOR SEPTEMBER	

New homeowners are happily settling into three (3) newly built homes.

<b>NEW HOMES ISSUED CERTIFICATE OF OCCUPANCIES 1ST QUARTER 2020-2021 Fiscal Year</b>	
<b><u>ADDRESS</u></b>	<b><u>DATE</u></b>
20 WINDY HILL ROAD	7/7/2020
47 CARNIC ALPS ROAD	7/29/2020
NONE FOR AUGUST	
12 WINDY HILL ROAD	9/10/2020

Homeowners achieved new peace of mind for five (5) foundation replacements that were issued Certificate of Occupancies for their completion this past quarter.

<b>CRUMBLING FOUNDATIONS ISSUED CO's 1ST QUARTER 2020-2021 Fiscal Year</b>	
<b><u>ADDRESS</u></b>	<b><u>DATE</u></b>
NONE FOR JULY	
97 HIGH MEADOW LANE	8/27/2020
206 GARDNER TAVERN LANE	8/31/2020
107 OLDE TAVERN LANE	9/10/2020
235 GOOSE LANE	9/10/2020
140 LEWIS HILL ROAD	9/18/2020

**Municipal Projects:**

In July, two permits were issued for municipal work. One was for structural upgrades to the high school band room at 78 Ripley Hill Road. The other was for a new door system at the boathouse near the bandstand at Patriots Park (124 Lake Street). In September, permitting was issued for fire rated doors and openings at the high school at 78 Ripley Hill Road.

**Commercial Projects:**

CLCC received permitting on August for a farm stand at 2645 Boston Turnpike. In September, three permits were issued for commercial permitting. There was a temporary tent issued for the Nathan Hale Homestead at 2299 South Street, for a wedding scheduled in October. There was a permit issued for antennas and associated cell tower equipment at the cell tower located at 712 Bread & Milk Street. Finally, there was a sign permit issued for new signage at the CVS at 3415 Main Street.

Five (5) Roof Mounted Solar PV Arrays were installed this quarter.

Two (2) Sewer Venting Inspections were performed.

Five hundred forty-three (543) inspections were completed this quarter.

Two (2) hours of continuing education were earned this quarter.

### Permits for this Quarter

PERMIT TYPES	Jul. 2020	Aug. 2020	Sep. 2020	First Qtr.
				2020-2021
Houses only	0	3	4	7
Foundation only	3	2	3	8
Condominiums	0	0	0	0
Commercial Bldg/Renov	0	2	1	3
Industrial Bldg/Renov	0	0	0	0
Public Bldg/Renov	0	1	0	1
Additions	2	0	3	5
Garages/Carports	2	1	5	8
Sheds/Barns	1	2	1	4
Decks/Porches	7	6	0	13
Pools	3	3	1	7
Demolition	0	2	1	3
Woodstove	0	1	3	4
Miscellaneous	12	6	20	38
Renov/Repair/Alter	18	11	23	52
Plumbing	7	3	4	14
Heating	18	22	23	63
Electric	26	15	26	67
<b>TOTAL PERMITS</b>	<b>99</b>	<b>80</b>	<b>118</b>	<b>297</b>
<b>PERMIT VALUE</b>	<b>1,039,183</b>	<b>1,852,595</b>	<b>1,957,414</b>	<b>\$4,849,192</b>
<b>FEES COLLECTED</b>	<b>14,440</b>	<b>22,959</b>	<b>25,364</b>	<b>\$62,763</b>
<b>Certificate of Completion</b>	<b>72</b>	<b>72</b>	<b>59</b>	<b>203</b>
<b>C/O's - New Homes/Condos</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>C/O's - Other</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>8</b>

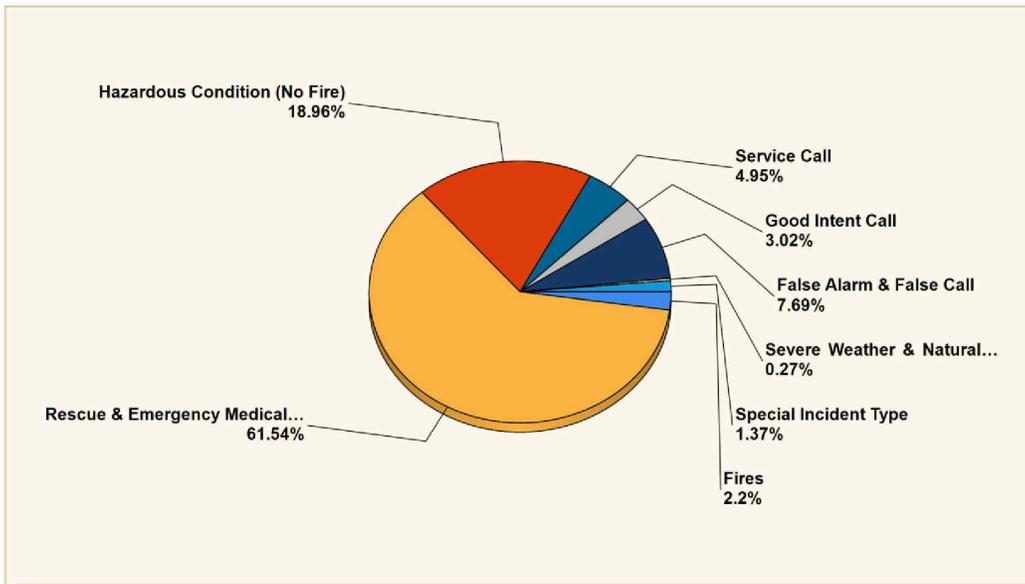
# ***TOWN OF COVENTRY FIRE-EMS DEPARTMENT***



## QUARTERLY REPORT

July 1, 2020 – September 30, 2020

**Major Incident Types by Month for Date Range (553)**



<b>MAJOR INCIDENT TYPE</b>	<b># INCIDENTS</b>	<b>% of TOTAL</b>
Fires	8	2.20%
Rescue & Emergency Medical Service	224	61.54%
Hazardous Condition (No Fire)	69	18.96%
Service Call	18	4.95%
Good Intent Call	11	3.02%
False Alarm & False Call	28	7.69%
Severe Weather & Natural Disaster	1	0.27%
Special incident Type	5	1.37%
<b>TOTAL</b>	<b>364</b>	<b>100.00%</b>

## Summary Highlights for July – September 2020

July 1, 2020 marks the day in our Fire Departments history whereby the departments were joined together for the first time since 1947. The unification process has taken years to prepare for and execute, but the process has happened. As we look forward, the command staff will be reviewing, modifying and implementing policy changes to reflect one fire & EMS department. Delegation of assigned responsibilities will increase our efficiencies in the day to day operations of the department.

Working together, we will review capital purchases and apparatus planning. Our training will be better coordinated for both fire & EMS divisions. We have assigned a quartermaster to better manage both uniform inventory and personal protective equipment for our members. We will be developing a succession plan for up and coming officers of the

department. Last fall, we participated in a leadership development class and came up with the following core values which drive all decisions and actions of our members. The core values are: DEDICATION-TEAMWORK – RESPECT. All aspects of the services we provide will have these core values in mind to better serve the residents of Coventry.



You may or may not have noticed our new department logo. The colors represent both Fire & EMS. The stations will be getting new signage, the apparatus have been given the new logo and the firefighters will soon be wearing new department uniforms reflecting the unified department. We are providing our firefighters with a few social events which include family members to recognize the sacrifices they make when our firefighters & EMT's respond to your calls for help.

The Fire Chief and Fire Administrator continue to attend regular meetings which include LECC, Board of Fire Officers, Transition Team, DEMHS Steering committee, paramedic advisory committee, Regional Mutual aid meetings, and supervisory and staff meetings.

We are in need of EMTs and Firefighter to join our organization. If you are interested please contact our Fire-EMS Administrator. (Contact info below)

## Top Tips for Fire Safety

- Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas.
- Test smoke alarms every month.
- When you change your clocks, change your smoke detector batteries.
- Talk with all family members about a fire escape plan and practice the plan twice a year.
- If a fire occurs in your home, GET OUT, STAY OUT and CALL FOR HELP.



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

James McLoughlin, Fire 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  
First Quarter FY 20\_21  
July 2020 – September 2020

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 20/21 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 the year one assessment cycle for CALEA accreditation.

After a successful on-site assessment, and having been awarded Advance Accreditation with Excellence, the agency is preparing for the next annual assessment which will occur in April 2021.

**Goal:** *Administer a test for sergeant position(s).*

**Objectives:**

- Select a testing vendor to develop a testing process for sergeant by March 2021.
- Administer a sergeant's test to eligible candidates by June 2021.
- Establish an eligibility list for sergeants by the end of the fiscal year.

There has been no activity on this goal as of yet.

**Goal:** *Complete an audit of the police department lockup for compliant with the Prison Rape Elimination Act (PREA) standards.*

**Objectives:**

- Complete policy development on PREA compliance by December 15, 2020.
- Complete staff training on PREA standards by February 2021.

- Install annunciator system in holding area by March 2021.
- Schedule a PREA audit of the holding area by May 2021.

Chief Palmer and Sergeant Iger are continuing to work with Impact Justice (the PREA TIPS award grantee) on compliance issues. Policy development is nearly complete and a training curriculum is in the process of being developed.

**Goal:** *Hire and train patrol officers to replace any vacancies that arise during the fiscal year.*

**Objectives:**

- Recruit a diverse applicant pool by utilizing various means consistent with the agency’s existing recruitment plan.
- Conduct a thorough selection process consistent with the agency’s existing recruitment plan.

There is currently two openings for patrol personnel.

The recruitment period for new officers will end on October 1, 2020. We have advertised for both new recruits and lateral hires. We have received seven applications for lateral hires and 151 applications for recruit officers. The next academy class for recruit officers begins in early January 2021. The gender of ethnic breakdown of recruit applications is:

	Male	Female	No Response
American Indian	<u>2</u>	0	0
Asian American	<u>4</u>	0	0
Black/African American	<u>9</u>	<u>1</u>	0
Hispanic/Latino	<u>14</u>	<u>6</u>	0
White/Caucasian	<u>100</u>	<u>13</u>	0
Other	<u>2</u>	0	0
No Response	<u>1</u>	0	<u>1</u>

**OPERATIONS**

**Goal:** *Begin utilizing scheduling software for all agency members.*

**Objectives:**

- Research software vendors who specialize in scheduling software for public safety organizations and select vendor by August 1, 2020.
- Begin installing and preparing software utilizing local work schedule and hiring rules by November 15, 2020.
- Begin utilizing scheduling software by December 1, 2020.

After researching and receiving presentation from three vendors, we have selected one that best suits our needs and the agency. Sergeant Spadjinske has been working with the vendor to input the personnel and applicable work rules. We are on track to begin utilizing the scheduling software by December 1, 2020.

**Goal:** *Reduce instances of thefts from unlocked vehicles by 25% over previous fiscal year.*

**Objectives:**

- Utilize social media and other means of communicating with citizens on the importance of locking vehicles as a deterrent to theft of contents or vehicle.
- Continue to collect fingerprints and DNA samples from vehicles that have been burglarized and/or stolen.
- Continue to conduct thorough investigations of instances of thefts from vehicles and stolen vehicles.

As a result of an increase of thefts from vehicle this quarter, we have done an aggressive social media campaign on Facebook reminding residents to lock their vehicles, remove their keys and take their valuables. Collected DNA samples from vehicles have identified that juvenile suspects are involved in thefts in multiple communities. When arrested, these juveniles are not held in detention and continue to commit these crimes. The best defense is for people to protect their vehicles and valuables by locking them.

**Goal:** *Replace existing military surplus patrol rifles with new Diamondhead model 6 rifles with aimpoint sights.*

**Objectives:**

- Select rifle specifications and vendor by August 1, 2020.
- Purchase patrol rifles and accessories by November 1, 2020.
- Complete officer training by November 30, 2020.

New Diamondhead patrol rifles and aimpoint sights have been ordered. Delivery is expected in late October or early November. Officer Grimaldi and Officer Greener have updated the rifle training curriculum that will begin once the rifles arrive and are prepared for use.

## SUPPORT

**Goal:** *Increase community engagement through a variety of means.*

**Objectives:**

- Increase Facebook page following and engagement to 6500 people.
- Conduct and widely advertise a Coffee-with-a-Cop event in October 2020.
- Increase participation of officers at both recurring and special events in town, particularly those involving children.
- Provide training for staff on providing social media content for the social media officer.

Our Facebook following is currently 5790 people. We are getting additional followers each week.

A Coffee-with-a-Cop event is scheduled for October 13<sup>th</sup> at Dunkin Donuts.

**Goal:** *Install new Citrix Server and upgrade in-car laptops in order to improve in-vehicle computer capabilities and performance.*

**Objectives:**

- Have the Citrix server installed by Accucom, our CAD vendor by October 30, 2020.
- Install upgrade in-car laptops by November 30, 2020.
- Conduct staff training with new laptop configuration by December 30, 2020.

Accucom is configuring the new server. They plan to install it at the police department sometime in October.

The new laptops have arrived. We are waiting on IT to install the applications and prepare them for the vehicles. Sergeant Spadjinske is coordinating with IT. We plan on having these installed before the end of the calendar year.

**Goal:** Facilitate successful implementation of a new Livescan fingerprint unit.

**Objectives**

- Work with representative of state DESPP to have Livescan unit installed by March 1, 2021.
- Contract Accucom to install interface from Livescan to CAD/RMS system by March 15, 2021.
- Train staff who will be using the Livescan fingerprint unit by March 15, 2021.

The Livescan fingerprint unit was delivered on August 13, 2020. DESPP will schedule technicians to do installation. The unit will not be going live until after January 2021.



**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 July 2020 to September 2020 includes:**

Officer Greener participated in month CREST training  
Detective Krukoff participated in on-day of CREST negotiator training  
Sergeant Iger attended a one-week FBI Executive Leadership training

**Other Items of Interest**

COVID restrictions continue to impact operations and activities of the staff. Precautions for the health and safety of the public and staff continue.

The CALEA conference was held from July 29 to July 31. It was held virtually through remote webex. Our agency was reviewed by the Commission for reaccreditation. We were awarded Advance Accreditation with Excellence which is awarded to those agencies who demonstrate the highest commitment to the ideals of CALEA.

Sergeant Ted Opdenbrouw retired from the department on August 24, 2020 after 22 years of dedicated and faithful service. A small reception with only agency members was held to congratulate him.

With the retirement of Sergeant Opdenbrouw, we are now two officers short which is putting a strain on resources. We plan to wait on making any promotions until we have the two patrol spots filled.

A listing of calls for service for the quarter is attached.



# Coventry Police Department Incident Analysis

7/1/2020...9/30/2020

		Shift			Total
1st	2nd	3rd			
287	822	732			1841

UCR	Nature	1st	2nd	3rd	Total
001	Marine Patrol Activity	0	13	24	37
002	Beach Association Check	0	1	1	2
003	Car Seat Installation	0	3	0	3
029	Disabled Motor Vehicle	3	8	6	17
11A	Sexual Assault With Force	1	0	0	1
13A	Assault Aggravated	0	0	1	1
13B	Assault Simple	0	5	8	13
13C	Intimidation	0	2	3	5
152	Suicide Threat/Attempt	3	1	6	10
220	Burglary	3	0	3	6
23C	Larceny Shoplifting	0	0	1	1
23D	Larceny Theft From Building	0	2	2	4
23F	Larceny Theft From MV	14	25	3	42
23H	Larceny All Other	0	14	10	24
240	MV Theft	3	0	0	3
250	Counter/Forgery	0	1	0	1
2604	Fireworks/Gunshots	1	1	40	42
2608	Abandoned MV	1	0	2	3
2609	Littering	1	3	1	5
2619	Building Check	0	1	0	1
2631	Public Hazard	12	42	22	76
26A	Fraud False Pretenses	0	2	1	3
26B	Fraud Credit Card/ATM	0	2	1	3
26C	Fraud Impersonation	0	1	2	3
26F	Identity Theft	0	2	1	3
290	Vandalism	2	6	1	9
2914	Animal Complaint	6	37	7	50
3009	Susp Person/Activity/MV	44	55	129	228
326	Illegal Parking	0	3	7	10
332	Harassment/Harassing Phone Calls	4	15	9	28
334	Untimely Death	0	2	0	2
343	MV Accident (Injuries)	0	2	4	6
344	MV Accident Evading	3	4	3	10
346	MV Accident (No Injuries)	9	7	15	31
347	MV Accident (Private Property)	0	5	0	5
351	Alarm	19	25	25	69
353	Medical	21	75	41	137
355	MV Stop	34	12	65	111
35A	Drug/Narcotic Violation	1	0	2	3
36A	Sex Incest	0	0	1	1
375	Routine Assistance	7	46	44	97
377	Open Door/Window	2	1	0	3



# Coventry Police Department Incident Analysis

7/1/2020...9/30/2020

388	Miscellaneous	9	11	9	29
390	Police Information	1	6	1	8
392	METRO callout	0	1	0	1
396	Escort	0	7	3	10
398	Missing Person	0	2	0	2
399	Lost And Found	0	16	8	24
400	Family Matter - Non Arrest	2	11	19	32
401	Repossessed Vehicle	1	0	2	3
4811	Finger Printing	0	169	1	170
4858	Fire	1	18	10	29
4867	Background Investigation	0	1	1	2
4873	Assist Other Agency	7	13	11	31
4874	Test Ticket	0	0	1	1
520	Weapon Law Violations	0	1	0	1
82	Runaway/Non NIBRS	0	0	1	1
861	Disturbance (Non-Domestic)	0	6	7	13
866	Noise Complaint	5	3	13	21
889	Check Welfare	6	15	23	44
890	MV Erratic Operation	4	9	24	37
891	MV Lock Out	2	11	5	18
90D	DWI	1	3	5	9
90Z	All Other Offenses	5	2	0	7
911	911 Hang Up Call	0	2	5	7
Sup	Supplemental	49	91	92	232

# Human Services Department Quarterly Report July-September, 2020

*Staff:*

**Annemarie Sundgren, Human Services Administrator**  
**Dianna Grindle, Administrative Assistant**  
**Sneha L'Heureux, MSW, Youth Services Coordinator**

**Brenda Bennett, Senior Center Coordinator**  
**Sarah Leete, Senior Center Van Transportation Coordinator**



## A. HUMAN SERVICES- July- September

### Meetings:

- **Alzheimers Presentation -7/6**
- **EMD Hurricane Meeting -7/7**
- **AARP Meeting – 7/14**
- **Fair Housing Meeting – 7/15**
- **Foodshare -7/16**
- **Tri County Collab – 9/2**
- **CLASS -9/17, 9/25**

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:

- **ENERGY ASSISTANCE PROGRAM:**

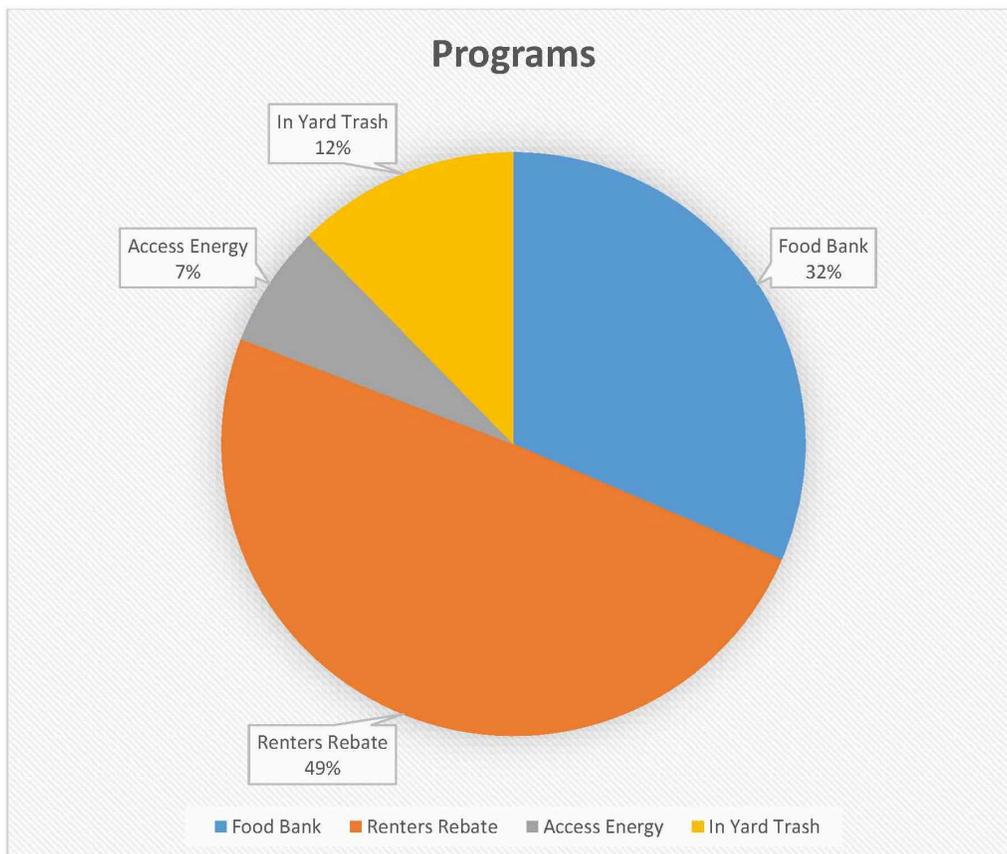
Access Energy Assistance Program ~ The office began accepting energy application starting on September 1st. In September, **11** energy applications were processed for heating assistance through the State Energy Assistance Program (ACCESS Agency, Willimantic).

- **STATE OF CT, ELDERLY & DISABLED RENTER’S REBATE PROGRAM:** To date, **80** applications have been completed for Coventry residents who rent for a total of **\$42468.38** in rebate checks, which will be sent out by the State of Connecticut, Office of Policy & Management in Oct/November, 2020
- **Senior Farmers Market Nutrition Vouchers Department of Agriculture:** – Unfortunately, due to Covid, we issued 0 vouchers for this program. Many seniors who usually utilize the program did not wish to participate this year. This program serves recipient (clients) who are 60 years of age or older, who are **income eligible and/or disabled persons** under the age of 60 living in subsidized housing.

- **FOOD BANK: July-September**

Assistance Records:
Total Household Assistance: 51 with a total of 147 members

Throughout the months, we receive numerous donations from Teleflex, Coventry Lions Club and local churches and many individuals, families and young people in town. Typically residents are served at the food bank located at the Patriots Park Community Center on Fridays (September-May), 8:30-11:30 a.m. and for the summer months (June-August) Fridays, 9-11:30 a.m. but we have had to make adjustments for Covid and have been doing curbside food box pick up from Town Hall.

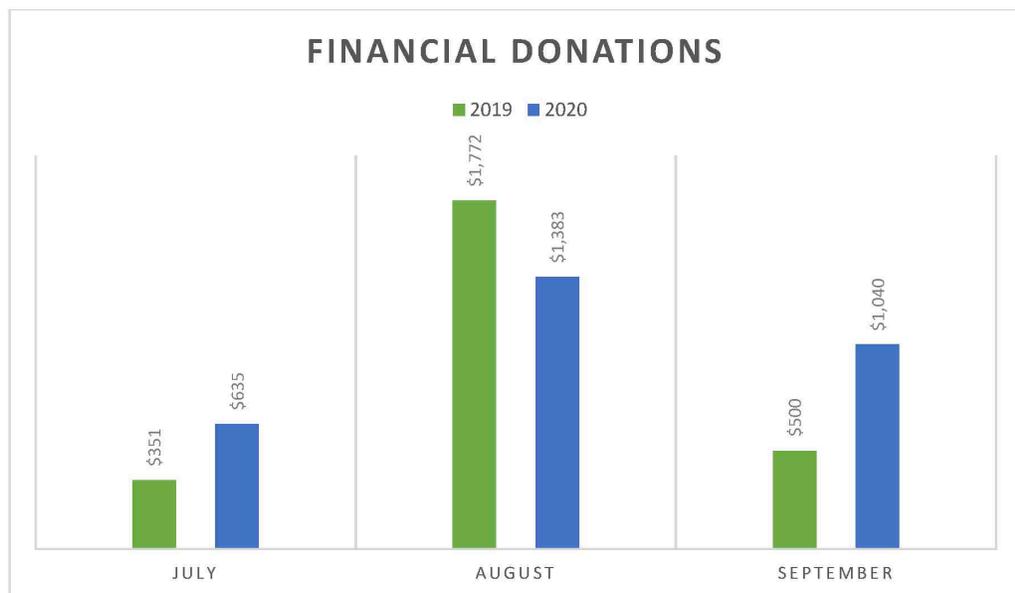


**Special Needs:**

- **1 family (unduplicated)** used the Special Needs Program to help with housing needs, heat and utilities for a total of \$350
- **SALVATION ARMY:** Funds from Salvation Army were used to replenish our Food bank as well as purchase supplies for the Back to School Program. Coventry also received

195 Salvation Army Food boxes to help residents in addition to food bank. The Coventry Human Services Office was appointed as the Service Unit Committee for Lower Tolland County and Annemarie Sundgren is Chairperson and the community service rep for the Unit which includes: Coventry, Andover, Bolton and Hebron. Brenda Bennett, Coventry Senior Center Coordinator, who is also the Treasurer for the Unit., administers the local fund.

- **SUMMER OPERATION FUEL:** Operation Fuel was not used this quarter.
- **SPECIAL TRASH COLLECTION SERVICE:** The new trash tipper barrels have presented issues for residents who are elderly or disabled. There are currently 21 households on the In-yard Service List at this time.



- **REPORTS:** Town Quarterly and Yearly; Salvation Army Quarterly Statistics.
- **PUBLIC RELATIONS:** Facebook, Eblast, Press releases, Spring Newsletter and Munivision.

## **B. SENIOR CENTER**

*In response to COVID 19 and under 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 been asked to heed the warnings from the CDC to stay home and stay safe.*

*The Senior Center Coordinator's primary goal and efforts were spent providing essential services and researching ideas to promote social connection to our participants during this quarantine period. Webinars and resources were shared by aging service professionals to update our toolkits and how to promote social connection and engagement while practicing social distancing. The Center continues to seek guidance for a safe reopening in anticipation of a possible reopening this fall.*

### **Indirect Services**

- **Well-check Visits/Reassurance Calls**

It is important to understand that not everyone is connected to the internet and social media and the Coordinator has sought low tech solutions to address the welfare of our senior community.

While practicing physical distancing and promoting social connection, the Coordinator is making well-check visits via telephone calls and offering the use of the office "drive-up" window. Participants are reminded to "ask for help", given basic contact information and 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, assisted six individuals remotely during this quarter. CHOICES provides unbiased information about Medicare and related programs. Appointments can include a benefits explanation, plan comparisons, screening for appropriate programs and application assistance.

- **Coordination of Medical Rides for the senior "Rides" Program** – during this time, the Center provided transportation to seniors needing to go to medical appointments, only.

### **Webinars, Professional Development and Networking**

- Human Services Department Team Meeting – 7/7/20
- CT Association of Senior Center Professionals (CASCP) - Senior Center Task Force (biweekly) topics: Senior Transportation, Loneliness, Boredom & Helplessness, A Global Issue; Commissioner Amy Porter, Aging & Disability Service re: Sector Guidance; CT Senior Centers & Reopening Plans
- 8/25/20 - Home Instead Senior Care: Ethics of Working with Older Adults,
- 9/14/20 – AARP: How to Use Zoom & Virtual Programming

## **Community Partnerships/Engagement**

- **Senior Engagement**

The Center recognizes the importance and value of social distancing while still finding new ways to make connections. The focus has been to provide opportunities for our senior community to engage with staff, catch up on events, share laughs, break isolation, make social connections as well as providing resources for frequently asked questions. The Coordinator's office window continues to provide "drive-up" service to for members to make in-person contact remaining in their car! Books and puzzles continue to be available for loan.

- **Orchard Hills Housing Authority**

A collaboration has been created with Orchard Hills Housing Authority acting as a liaison for information and referrals to state, municipal and other indirect services for residents in need.

Working directly with residents to access their prescription refills and pharmaceutical needs through Coventry Walgreens and CVS.

- **Senior Beach Passes**

*FREE* senior resident beach passes were mailed to residents from the Center on behalf of the Town of Coventry Parks & Recreation 2020 Beach Parking Pass Program.

## **Communications**

- **Monthly Newsletters/Town Manager's Monthly Eblast**

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

- **Social Media**

**Facebook** – providing public service announcements was crucial during this quarter. The Senior Center Facebook Page currently has **261** "likes", **44** more than last quarter.

## **Support**

Having background experience in both the Building and Land Use Office, the Coordinator has been providing part-time clerical support to these departments during their busy season.

## C. TRANSPORTATION

### Coventry Rides Transportation Program

# Days of Operation: 9	# Vehicle Hours: 20.5
# Vehicle Hours Average/Daily: 2.3	# of Individuals Riding: 8
# Miles Total: 148	# of One-Way Trips: 23

Appropriate documents were filed to maintain compliance with CT Department of Transportation.

Due to Covid-19, all volunteer drivers have been removed from the schedule until further notice for their safety. Sarah Leete, Transportation Coordinator, is currently driving Seniors and residents with disabilities to medical appointments as needed. For the safety of our riders and driver, masks are required on the vehicle at all times, 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 available on the vehicle and 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. A health screening is completed by phone on the day of transport before going to pick up a rider.

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

As of March 13 all future planning of trips has been delayed due to Covid-19 until further notice.

Coventry Rides volunteer Howard Haberern takes Seniors from Orchard Hills on a group trip to Walmart in Windham. The Rides program had been scheduling one small group trip per month and averaged 8 people per trip. Our trips to Walmart have been postponed due to Covid-19 and will be rescheduled for a date in the future when it is deemed safe.

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

**Youth Services Quarterly Report  
July to September 2020**

**1. Administrative Function:**

- Prepared new Department of Child and Families report and budget worksheet
- There were no camperships awarded this year since camp did not run
- Participated in Budget/Reporting Workshop for Youth Services Grant
- Received a \$1,000 donation for Back to School Program from Bearing Star and BNI Group of Coventry
- Worked with Cat from Park and Rec to come up with a plan for RecDaze
- Hosted 1st Youth Advisory Meeting via Zoom on September 3rd
- Attended CYSA Chapter Meeting on Zoom on September 14<sup>th</sup>
- Sneha is leaving for maternity leave at the end of September

**2. Direct Service**

**A. Functions**

- |                                     |            |
|-------------------------------------|------------|
| ➤ Youth & Family Cases              | 0 cases    |
| ➤ Community Service                 | 0 cases    |
| ➤ Youth Job Bank Requests           | 0 requests |
| ➤ Youth Job Bank Matches            | 0 matches  |
| ➤ Juvenile Review Board             | 0 case     |
| ➤ Youth & Family Counseling Clients | 0 client   |
| ➤ Gearing Up to Learn               | 2 families |

**B. Programs**

- Programming for the summer was suspended due to Covid-19
- Gearing Up to Learn is still ongoing. We bought extra PPE and hand sanitizer for families. Most families seemed set this year and are reusing materials from last year but did ask for extra facemasks. No gift cards this year for shoes from Salvation Army.

**PUBLIC WORKS DEPARTMENT  
QUARTERLY REPORT  
JULY, AUGUST AND SEPTEMBER 2020**

STAFF

Director of Public Works / Tree Warden .....	Mark Kiefer
Superintendent of Operations .....	Mark Owens
Administrative Secretary .....	Donna Wrubel
Heavy Equipment Operator / Crew Leader .....	Clifton Labrec
Facilities Crew Leader .....	Monica Bragdon
Heavy Equipment Operator / Crew Leader .....	Charles Harakaly
Public Works Maintainer II .....	Richard Watts
Public Works Maintainer II .....	John Hoffman
Public Works Maintainer II .....	Lee Davey
Public Works Maintainer II .....	Erik Johansen
Public Works Maintainer I .....	Michael Mangiafico
Public Works Maintainer I .....	Troy Stout
Public Works Maintainer I .....	Colin Dunnack
Public Works Maintainer I .....	Eric Hurlburt
Public Works Maintainer I .....	Kevin Vincens
Public Works Maintainer I .....	David Mortimer
Sanitation Maintainer .....	Charles Grossmann
Lead Mechanic .....	Daniel Caron
Mechanic I .....	Robert Maxwell
Mechanic I .....	Jeremy Rooke*
Cemetery Maintainer .....	Lance Kozikowski
Seasonal Laborer .....	Louis Frank
Town Engineer .....	Todd Penney
WPCA Technician / Operator .....	Michael Ruef
Cemetery Sexton .....	Sherry Chapman

\*09/08/2020 Jeremy voluntarily left town employment.

**COVRA QUARTERLY REPORT  
JULY, AUGUST & SEPTEMBER 2020**

**TRANSFER STATION: MATERIALS RECEIVED**

	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>TOTAL</b>
Receipts	\$4,508	\$4,271	\$5,107	\$13,886
Electronic waste – ea	322	273	318	913
Propane tanks – ea	17	14	23	54
Bulky CD/brush – tons	36	33	42	111
Scrap metal – tons	6	8	10	24
Tires – ea	34	29	26	89
Leaves – tons	2	1	2	5
Refrigerant – unit	51	45	44	140
Mattress / box spring	79	83	116	278
Customers	494	515	587	1,596

**TRANSFER STATION: MATERIALS TRANSFERRED**

	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>TOTAL</b>
Willi Waste – cd – tons	32	34	38	104
Willi Waste – brush – tons	0	0	12	12
Willi Waste – metal – tons	10	5	9	24
Take2 - refrigerant – units	12	74	83	169
Take2 - electronics (CED) – lbs	5,791	4,787	4,524	15,102
Take2 - electronics (non) – lbs	1,380	1,373	795	3,548
Take2 - uw lamps, mixed – lbs	564	0	78	642
Take2 - batteries, mixed – lbs	506	0	0	506
Mighty Flame – propane tanks – ea	0	72	0	72
Bob’s Tire – ea	34	0	97	131
Bay State Textiles – lbs	440	520	570	1,530
Bye Bye Mattress	92	112	127	331

**CURBSIDE PICK UP**

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

	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>TOTAL</b>
MSW @ \$69.56 / ton	377	357	349	1,083
Expenditure	\$26,224	\$24,833	\$24,276	\$75,333
Recycling @ \$30.90 / ton	109	97	102	308
Expenditure	\$3,368	\$2,997	\$3,152	\$9,517
Bulk @ \$76.93 / ton	21	15	22	58
Expenditure	\$1,616	\$1,154	\$1,692	\$4,462

(may be slight “total” discrepancies due to rounding)

COVRRRA sponsored its 3rd SHRED-IT event on 09/26/2020 at the Public Works Department. We contracted with Infoshred LLC at \$950 for three hours of on-site shredding (plus travel time). We managed to shred approximately 4,000 lbs. (approximately 80 residents) which will be recycled into tissue paper, paper towels and dental bibs.

## **WPCA 2020 3<sup>rd</sup> Quarter Report: July, August, September**

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

Designed for Average 200,000 gallons per day  
Average Flow this Quarter = 99,810 gallons per day  
Peak Daily Flow this Quarter = 116,086 gallons per day

### **Route 44 :**

- Western Route 44 Sewer Planning Area: We are working to attain approval from CT DEEP to begin the planning phase of this project. Our Town Manager got this project back on track by involving 4 State Legislators. 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. We have modified our sewer service area and are currently examining drinking well data, addressing concerns brought by the Council on Environmental Quality, and demonstrating consistency with state and local Conservation and Development Plans.

### **Sewer Collection System:**

- Paving/manholes: We have been working closely with the Public Works Department to locate manholes buried in gravel roads, assess their condition, coordinate repairs, and raise them to grade of the new asphalt.
- Inflow: We corrected an estimated 1,000 gallon per day inflow problem at the Avery Shores pump station where groundwater was getting into an underground valve chamber.
- Repairs/Upgrades: We had uninterruptable power supplies (UPS) installed on the control panels at both pump stations. This will reduce overtime and prevent nuisance alarms from the pumps every time the power goes out or flickers. We also installed a backup float system at the older Avery Shores pump station. The Lakeview pump station already has backup floats.
- Storm Isaias: We had 6 emergency call ins, 21 hours of overtime, our generator at the Lakeview pump station ran for 5 days straight (we fueled it every day), and we towed our portable generator to 2 town-owned residential grinder pumps. We had no backups or sewage overflows. The Town is applying to FEMA for reimbursement of storm related expenses.

### **Wastewater Treatment Plant:**

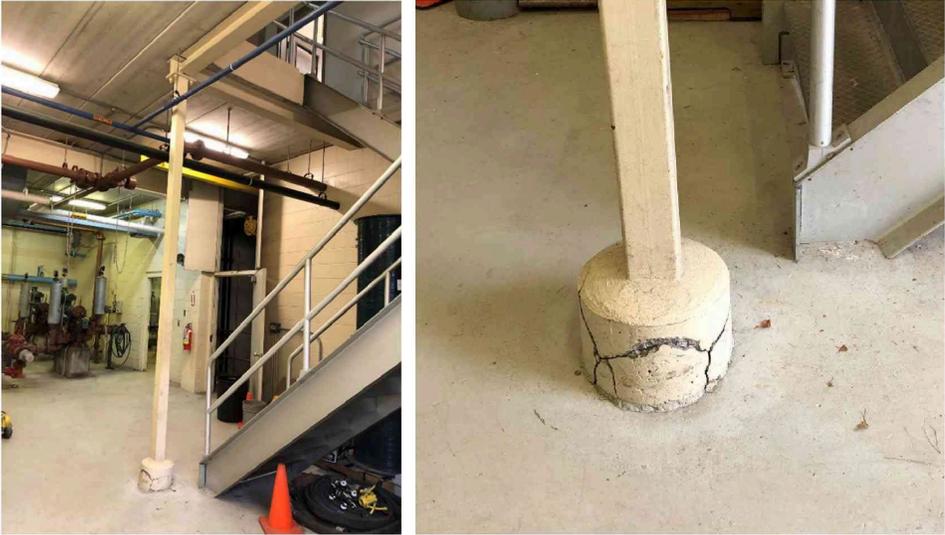
- Rooftop Heat Pump / AC Unit: After a long delay due to COVID-19 we have heat and air conditioning again in the laboratory/office room at the Treatment Plant.
- Flushable and non-flushable wipes have always been a problem in our sewer system but increased use of wipes during the pandemic has made the problem even more severe. We had 2 blockages in June caused by wipes but fortunately

we caught them in time and removed them before any sewage overflowed. An educational letter was sent to all Coventry sewer users with info about the damage wipes cause in sewer systems.

- Staff toured the East Windsor and New Hartford Treatment Plants to check out their “Auger Monsters”. These large machines remove wipes and other debris from the incoming wastewater before they get into the plant and clog everything up. We hope an educational approach prevents the need to purchase and install our own Auger Monster.
- One of our outdoor tanks had a mixer that was clogging with wipes every day. We removed the mechanical mixer and installed a compressed air diffuser off an existing compressed air system. We are very pleased with the results.
- Staff completed annual confined space entry certification/training. We perform/assist with about 10 permit required confined space entries per year.
- Tank Cleaning: Skips Wastewater Services performed annual tank cleaning. This year we cleaned the wet well, grit tank, D-box, and both scum pits.
- Repairs: we had the main pump controller interface touch screen replaced, the boiler section gaskets replaced, one of the clarifier drive motors was sent out for warranty repairs (and replaced with our spare), and a concrete column footing base re-poured.

**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.

**Concrete column footing base repair:**



Before repair (above) and after repair (below).



**Grit Separation Chamber:** Before cleaning (left) and after cleaning (right). Note accumulation of wipes tangled around valve stem and air diffusers.



**Avery Shores Pump Station Waterproofing:** Before waterproofing (left) and after waterproofing (right). Estimated 1,000 gallons per day inflow removed.



## SERVICES OFFERED:

### Parks & Facilities:

- Uptick in use of outdoor pavilions & Bandshell for gatherings, ceremonies & recitals;
- Monitoring guidance to re-open the Lodge & Mill Brook Place. Both became available for rent in September;
- Instituted a COVID-19 special waiver and cleaning fee for all indoor rentals;
- Playgrounds & basketball courts remained opened after re-opening in June;
- Continued social media efforts to raise awareness of Town Parks and amenities to encourage outdoor play & use of Town facilities;
- Coordinated use of Patriots Park Community Center for upcoming Winter Farmer's Market.

### Special Programs:

- Kayak rentals, although delayed, were able to operate later in the season;
- Community Garden @ Creaser Park maintained operations successfully throughout the summer season.

### Sports:

- Assisted Youth Lacrosse with startup process;
- Developed COVID-19 guidelines for groups using Town fields;
- Assisted Softball Field Committee with ongoing activities.

### Digital Camp Newsletter:

- Production continued on new issues of the *Wangumbaug Weekly Newsletter*, culminating in a final edition on August 17<sup>th</sup>.



**WE ARE  
PARKS AND  
RECREATION**

**CONFIDENT  
ESSENTIAL  
DRIVEN  
SELFLESS**

**PASSIONATE**

**STRONG**

JULY  
2020

## PARKS & RECREATION

## QUARTERLY REPORT: SUMMER 2020

JULY – AUGUST – SEPTEMBER

### THE IMPACT OF COVID-19: OUR NEW NORMAL

#### **Beaches:**

Since beaches opened back in June, both Patriots Park & Lisicke Beach saw increased attendance from previous years. This increase is likely two-fold: in the time of COVID-19, heading to the beach became the one activity that was both conducive to social distancing and completely outdoors. Additionally, the summer of 2020 saw very few rain events, and upwards of 5 heat waves, attracting folks to the beaches in droves. Whether it was a weekday or weekend, Coventry's beaches were THE place to be for both residents and out-of-towners. Revenue generated at beaches was higher than ever this summer.



#### **Programs:**

Rec. programs, on the other hand, were negatively affected by the COVID-19 pandemic in more ways than one:

1. **Restrictions:** Registration for summer programs was postponed as we awaited guidance from State & Local Health Officials as to how to safely operate most sports offerings and week-long camps. As a result of the guidance, it was determined that certain programs just could not be offered under these restrictions.
2. **Low Enrollment:** Once guidance was evaluated, registration was opened for the programs that could still be offered. However, most programs that could be offered within the safety guidelines were still ultimately cancelled due to low enrollment. Trends and feedback suggest that many parents continued working from home thereby not needing "childcare," while others still did not feel comfortable with organized/group activities in light of COVID-19 concerns.

A handful of programs did lend themselves to a successful run this season, both in keeping with safety restrictions and appeal. They are: Virtual Tai Chi, Simply Fit, Whiffle Ball Camp, CARE: ZOOM & Fish, and Home Alone Safety for Kids. Staff continued research to determine new and innovative ways of engaging the community in activities for the coming seasons, taking weather and the current state of the pandemic into account.

Beyond our typical week-long camps and other summer programming, staff also spent a considerable amount of time reviewing guidance and planning accordingly for the **Recreation Daze, Before & After School Program**. Unfortunately, after multiple attempts at re-opening alongside the schools this fall (once in August, once in September) the program was also cancelled due to low enrollment. Staff continue to monitor conditions in hopes of a re-opening later in the year, if the demand from families warrants it.

## THE IMPACT OF COVID-19: THE NUMBERS

Throughout the Pandemic, public parks and trails provided many people countless opportunities to improve one's physical and mental health every day, often serving as the sole remaining respite as other services and businesses shut down. This has reaffirmed our essential nature throughout the public health crisis. Conversely, the damage the coronavirus (COVID-19) pandemic has wreaked on the park and recreation budget is startling. According to the [2020 NRPA Agency Performance Review](#), the typical park and recreation agency recovers more than 25% of its annual operating budget through registration and entry fees, rental income, sponsorships, concessions and other earned revenues. In Coventry, our cost recovery rate is closer to **85%**.

At best, these revenues are challenged in a pandemic world, but for many of us, these revenues are simply nonexistent. Without our major programs (*Camp Wangumbaug & Recreation Daze*) in operation, our overall budget is taking an unprecedented hit with few options for recovery until the pandemic subsides. As fall/winter brings colder temperatures and messy weather, staff are continuing to research options for virtual programming, however trends within the industry have shown that virtual options are not as successful as in-person.

## PROJECTS UPDATE:

### Creaser Park:

- Cleared pond of invasive plants
- Conducted a DEEP staff tour
- Added 4 new park benches

**Capital Improvements** in progress include new roof for the Community Center at Patriots Park, and significant building improvements to Creaser Park Building One.



## LOOKING AHEAD & PROGRAM PLANNING:

It does not look like the Pandemic will end anytime soon so the upcoming fall and winter will also see many challenges, as the weather gets colder and less and less programs can be held outdoors.

- **The Patriot Race** is still scheduled as a live event, scheduled for Saturday, November 7<sup>th</sup> at Patriots Park. The event will be held with both live/in-person and virtual options for registration, with many adaptations to follow the DECD Sector guidelines, such as no children's Fun Runs, everything is out doors, and hands-free registration.
- **Youth Basketball** cannot be offered this year as the school gyms are unavailable because the schools need the space for their classrooms and cafeterias. The DECD Sector guidelines for sports categorizes basketball as a moderate risk sport but with the lack of available space we cannot run the program safely. Plan is to look towards spring and summer with some outdoor basketball instead.
- **Skyhawks Mini-Hawk Sports Program** did bring in enough registrations to run, beginning in mid-October. Program will be held at Patriots Park, with the Community Center as a back-up indoor location in cases of inclement weather.
- **Town Wide Tag Sale: Fall Edition** & the **2020 Coventry Scarecrow Contest** were planned this season for kick-offs in October. By the end of September, more than 30 homes have registered for the Tag Sale and 11 Scarecrows were signed up for the contest!
- **Holiday Event Planning:** Staff met this season with the *Christmas in the Village* planning committee to review the current DECD Sector Guidelines and provide assistance with planning moving forward.
- **Winter/Spring Program Planning** is set to begin this fall, with content due to The Chronicle in December. Staff are currently working on a virtual program, in lieu of our Valentines Dance come February.



## Seasonal Highlights:

### *Red, White & Blue Contest: New Community Event*

Parks & Recreation and Coventry Human Services came together this season to offer a brand new, social distancing-friendly new community event: the Red, White & Blue Contest! Families & businesses were called upon to decorate their front door, yard, vehicle, tree – whatever item/area they chose to show their patriotism in time for the July 4<sup>th</sup> holiday! Submissions were received via Facebook & email, and posted to the Parks & Recreation Facebook page. Results were AWESOME!

### *Disc Golf @ Creaser Park:*

Awareness of our newest amenity continues to grow this summer, as residents and disc golfers from nearby communities have tried it out! Staff designed new score cards, which are available at the entry with pencils. We also have a loaner program in place with equipment for those new to the sport, to try it out for free!



## COVENTRY PARKS & RECREATION

1712 Main Street  
Coventry, CT 06238

Wendy L. Rubin, CPRP, Director  
Caterina Merriam, Rec. Supervisor  
Bethany Cologna, Office Aide  
Yasmine Forte, Office Aide

[www.coventryct.org](http://www.coventryct.org)

# Booth & Dimock Memorial Library

Quarterly Report  
July – September 2020



## I. Circulation

- a. Total – **8,424**
  - i. By Item Type
    - 1. Books & Serials – **6,148**
    - 2. Video – **244**
    - 3. Audio – **253**
    - 4. Other – **88**
    - 5. Electronic – **1,691**
  - b. ILL (included in total)
    - i. BDML as Borrower – **435**
    - ii. BDML as Lender – **162**

## II. Programs

- a. Total Programs – **77**
- b. Total Attendance – **935**
- c. All programs were virtual and open to everyone, no age restrictions

## III. Internet

- a. Library Computers – **36**
- b. Wifi
  - i. Total sessions – **9,157**
  - ii. Total devices – **233**
  - iii. Total clients per day – **877**

## IV. Reference – **984**

## V. Patron Information

- a. Visitation – **522**
- b. Curbside Orders – **1,100**
- c. Registration – **53**

## VI. Social Media

- a. Posts – **136**
- b. Engagements – **19,760**
- c. Interactions – **1,869**

## VII. Maintenance

- a. Automated Building Systems (ABS) given purchase order for system update as part of Town's Capital Improvement Budget.
- b. Floor joist inspected by engineer Beth Acly. Library will apply for grant through SHPO (State Historic Preservation Office) with help from Mike Forino at CT Preservation and report from Beth. We will likely be added to November or December grant session.
- c. Suspected power outage reset computer HVAC system and shutdown blowers. New England Mechanical resolved the issue.

- d. ABS is waiting on the delivery of a part to start our computer HVAC upgrade.
- e. Structural Engineer Beth Acly submitted her report in September her inspection to Library
- f.

**VIII. Staff**

- a. Erin Riley submitted resignation effective immediately on August 14, 2020.
- b. Library posted vacant position on CLC jobsite and has interviews scheduled for September 11.
- c. Rose Datum was hired as an LAI with hire date of 9-18-20.

**IX. Budget**

<b>Department 51--Activity 5101</b>			
<b>Booth Dimock/ Porter Libraries</b>			
As of 9-30-20			
		<b>Budgeted FY 20/21</b>	<b>Spent YTD</b>
51000	Salary & Wages	\$ 336,325.00	\$ 72,967.24
51059	Payroll Taxes and Insurance	\$ 31,600.00	\$ 6,191.90
51121	Fringe Benefits	\$ 30,000.00	\$ 5,124.99
51999	Revenue Offset	\$ (15,750.00)	\$ (88.46)
52020	Finance and Accounting	\$ 6,450.00	\$ 1,335.00
52040	Internet	\$ 4,000.00	\$ -
52080	Professional Affiliation	\$ 1,000.00	\$ 425.00
52090	Travel Meetings and Mileage	\$ 1,875.00	\$ 1.73
52130	Service Contracts	\$ 12,100.00	\$ 2,186.30
52140	Equipment Repairs	\$ 11,700.00	\$ 7,979.09
52160	Building Repairs/ Maintenance	\$ 9,600.00	\$ 775.35
52240	Miscellaneous	\$ 1,550.00	\$ 165.60
53010	Office Supplies	\$ 5,000.00	\$ 1,324.35
53220	Subscriptions/ Books	\$ 29,250.00	\$ 8,070.51
53225	Program Costs	\$ 4,750.00	\$ 242.88
54540	Computer Replacement & Upgrades	\$ 3,000.00	\$ 393.27
55010	Telephone	\$ 2,000.00	\$ 509.42
55020	Electric	\$ 16,000.00	\$ 2,692.59
55030	Heating Fuel	\$ 6,250.00	\$ -
55040	Water	\$ 475.00	\$ 154.97
55050	Sewer	\$ 375.00	\$ 375.00
55130	Disposal Fees	\$ 3,000.00	\$ 747.66
<b>TOTAL</b>		<b>\$ 500,550.00</b>	<b>\$ 111,574.39</b>

- a. Revenue is comprised mostly of our Membership Drive (which takes place in December/January), fines and copies. Fees for fines and copies have been reinstated starting October 13.
- b. Equipment and Repairs accounts for our annual Bibliomation membership fee (\$6,045) which is paid in full in August.