

Town Manager's Report

October 28, 2014

To: Board of Selectmen
From Christopher Whelan, Town Manager

Following are some of the matters reported on this week by various Town Departments:

- **Beede Center Report:**
 - Construction Update: The HVAC unit that was expected to be shipped on Monday, October 20th and received at the Beede Center on October 31st was delay another 2 weeks. The delay will now not only impact the pool programing but also the high school swim team practice since their season will have begun. The weather also becomes a greater factor in the equation. The colder temperatures could impact pool air and water temperatures during the delivery and installation of the unit. We are now looking at a mid-November delivery.
 - The IT department will be upgrading the Beede Center phone system next Saturday. The impact to service should be minimal.
 - The fitness division is looking to add a part time fitness trainer to meet the overwhelming requests for personal training.
 - The membership promotion for the month of November will be advertised next week in the Concord Journal, the Carlisle Mosquito and the Action unlimited. It will feature a \$50 joining fee (discount of \$149) and a 10% discount for Veterans.

- **Recreation**
 - The Recreation Facilities Strategic Plan is now available on the Town's Website at:
http://www.concordma.gov/Pages/ConcordMA_Recreation/index
 - The Pumpkin Fest, sponsored by Concord Carlisle Community Chest and held at Emerson Field, was a great success with over 191 families in attendance.

- **Veterans Services**
 - Veteran in need of assistance with Mass Health application.
 - Attorney for 100% service connected disabled veteran requesting information on veteran's original denial for benefits.

- Town of Concord financial department requesting information- re: veterans' services budget for fiscal 2016.
 - Council of aging requesting military records for senior veteran in need of financial assistance.
 - Provide information to American Veterans who are in prison- re: requesting names and contact persons of local veteran service officers.
 - "Concord Cares" group meeting---updates.
 - Assist daughter of veteran obtain his military records so that the veteran can apply for healthcare and chapter 115 financial benefits.
 - Provide information to City of Waltham scout troop---re: marching in Concord on Veterans' Day flag retirement ceremony.
 - Redirect Concord resident looking for help with fuel assistance.
- **Community Services**
 - Community Services received 28 assistance related phone calls, 50 assistance related emails and had 3 home/office visits.
 - The requests for assistance dealt with housing issues, financial assistance, fuel assistance, Beacon Santa application requests, SMOC application assistance, food stamps assistance and utility bills assistance.
 - Community Services collaborated with the following agencies to provide assistance: The St. Vincent De Paul Society, The Hugh Cargill Trust, The Concord Housing Authority, CMLP, The VA Housing Case Management, The Concord COA, The Concord Public Library, The Concord Police Department, Concord and the Carlisle Community Chest.
 - Community Services met with The Concord Cares group to discuss the upcoming disbursement season, the VA Housing case workers to discuss housing options and the Families for Depression Awareness to learn about the services they offer to Concord families.
 - The deadline for the Beacon Santa applications is October 31st. If anyone is interested in applying for this program please contact Aileen Buford, MSW at 978.318.3034 or abuford@concordma.gov
 - For a SMOC Fuel Assistance informational packet for anyone under the age of 60 please contact Aileen Buford, MSW at 978.318.3034 or abuford@concordma.gov
- **Senior Services**
 - The COA will be holding their annual breakfast for Concord Veterans on Friday, November 7th at 9am at the Harvey Wheeler Community Center. This special event is an opportunity to honor and thank veterans for their dedicated and loyal service to our country. It is a time of

fellowship, sharing and remembrance. This year Marshall D. Buford, Senior Master Sergeant, USAF, Retired will be our Master of Ceremonies. All Concord Veterans and their spouses are invited to attend free of charge. Please call the COA no later than November 4th to make a reservation. 978-318-3020

- Concord Seniors who need a van ride to the polls to vote on Election Day, Tuesday, November 4th are asked to call the COA by Friday, October 31st to make a reservation.
- **Town Clerk's Tips for Voters for the November 4th State Election**
 - **Come to the polls prepared—DO YOUR HOMEWORK!** Besides voting for U.S. Senator and Governor, there are a number of other contested statewide and district races on the ballot, along with five ballot questions. This is a long two-page ballot. A sample ballot and information about the statewide ballot questions are available on the Town's web site – www.concordma.gov (click "Elections & Voting"), and at the Town Clerk's Office. Do not wait until you get to the polls to make your decisions. Please come to the polls ready to vote.
 - **Last Call for Absentee Voting** The polls are open from 7:00 am to 8:00 pm. If you are unable to get to the polls in person on Election Day due to absence from Concord during polling hours, disability or religious beliefs, then you are eligible to vote by absentee ballot. The deadline for doing so is Noon on Monday, November 3rd. If you are eligible for an absentee ballot, then you may vote in person at the Town House during normal business hours prior to Noon on November 3rd, or you may request that a ballot be mailed to you. See Note about Extra Sunday Hours below. Applications may be made on behalf of a family or household member, with the ballot mailed directly to the voter. Please allow ample time for mailing. An optional application form is available for downloading on the Town's web site, or any other written communication may be used to request a ballot, including postal mail, fax or e-mail. All completed absentee ballots must be received at the Town Clerk's Office by 8:00 pm on Election Day, Nov. 4th. Absentee ballots should not be returned to the polls. You may track your absentee ballot via a link from the Town's web site – www.concordma.gov (click "Elections & Voting").

- Extra Sunday Hours for Absentee Voting The Town Clerk's Office will be open on Sunday, November 2nd from 1:00 pm to 3:00 pm for in-person absentee voting.
- Check-in at the polling location is alphabetically by STREET ADDRESS. Provide your street name, house number, and your name.
- Bring your "Voter Checklist" to the polls to make it easier for yourself. A blank is available on the Town's web site and also in the red "Information for Voters" booklet that was mailed to all households by the Secretary of State's Office.
- If you haven't voted in a while and don't recall returning the 2014 Town Census, then please verify your voting status before coming to the polls. This may be done either online at the Town's web site, or by checking with the Town Clerk's Office – townclerk@concordma.gov or 978-318-3080. If you are an Inactive Voter you should come to the polls prepared to show an ID with your Concord address when you get to the polls, or contact the Town Clerk's Office before Election Day to update your voting status.
- For further information:
- In Person: Town Clerk's Office, 22 Monument Square, Concord Center
- By Mail: Town Clerk, P.O. Box 535, Concord, MA 01742
- Office Hours: Mondays through Fridays, 8:30 am to 4:30 pm
- Special Hours: Sun, Nov. 3rd, 1:00 pm to 3:00 pm (absentee voting only)
- Web Site: www.concordma.gov – click "Elections & Voting"
- E-Mail: townclerk@concordma.gov
- Phone: 978-318-3080
- Fax: 978-318-3093
- **2014 Town Government Survey**
 - The Official Town Government Survey was mailed to every Concord household on Wednesday, October 22nd. There is still time to take the survey. This survey process will close on Friday, November 7th. To take the survey, you must have the mailed questionnaire because the questionnaire contains a unique PIN Number which needs to be provided when completing the survey.
 - The Town would like to thank all those residents who have already taken the survey and would like to thank in advance those who will take the survey. The feedback from the survey is very important for the Town. The results will help guide improvements to programs and services for residents.

- For any questions or additional information, please contact Jon Harris, Budget and Purchasing Administrator, Concord Finance Department at 978-318-3039 or jharris@concordma.gov.
- **Treasurer-Collector**
 - **Second Quarter Property Tax Bills Due November 3**
 - Fiscal Year 2015 second quarter preliminary taxes are due in the Collector's Office no later than Monday, November 3, 2014. The Town House business hours are Monday through Friday 8:30AM to 4:30PM.
 - The Town provides for online payments that credit your account as soon as you successfully submit your payment. The taxpayer has the choice of either paying electronically from a checking account or by credit card. While there is no charge to the customer for payments from a checking account, there is a fee charged by the credit card company when using MasterCard, VISA, or Discover. The applicable credit card fee is displayed on the payment screen for the customer to approve before finalizing the payment transaction.
 - To process a payment online, go to www.concordma.gov and click on "Online Payments". With bill and checkbook/credit card in hand, complete the necessary fields on each screen to process your payment.
- **Curbside Subscription Bills Due**
 - Curbside subscription renewal bills for the cycle beginning November 1 are due. Beginning November, all residents that have paid their \$110 renewal fee must display either the blue barrel sticker for the period November 1, 2014 through April 31, 2015 or a green tag affixed to each barrel and/or disposal bags. Barrel stickers and individual green tags are available for purchase at the Town House, Concord Lumber, Crosby's Supermarket, CVS, Cumberland Farms (tags only), West Concord Pharmacy, and West Concord 5 & 10.
 - The Town provides the same online payment option for curbside subscriptions. The one exception is that Visa does not participate in the processing of curbside online payments. To process a payment online, go to www.concordma.gov and click on "Online Payments". With bill and checkbook/credit card in hand, complete the necessary fields on each screen to process your payment.
 - Please be advised that the six digit bill number on the curbside bill must be entered with the prefacing zeros when accessing your bill. The 'year' designation for the online payment is 2015B.