

The Building Division collected \$554,211 in permit fees in 2011. Again, if we discount the Long View Meadow project fee collected last year, this is an increase of \$44,759 in permit fees collected over last year (an 8.8% increase).

The level of building construction activity continued to increase in 2011 as it did in 2010. The demands on the Building Inspections Division staff remained high. As a division, the Building Inspections staff is strongly committed to pursuing aggressive Zoning and Sign By-law enforcement. Our technical assistance to property owners, builders, real estate professionals, other Town departments, boards, committees and staff, increases each year. Beyond issuing building permits and carrying out site inspections, the Building Inspections Division staff spends an increasing amount of time reviewing subdivision proposals, special permits, site plans, variance requests, making zoning determinations and addressing zoning complaints. The new 8th Edition of the MA State Building Code, as well as last year's Zoning Bylaw amendments (especially related to nonconforming uses and structures), have made it increasingly challenging for the Division staff to deal with the quickly changing and growing level of highly technical and complicated regulation that we are empowered to enforce.

ZONING BOARD OF APPEALS

Alice Kaufman, Chair
 Roberto Braceras,
 Steven Ng
 David Fisher, Associate
 David Broadwin, Associate
 John Brady, Associate

The Board of Appeals is authorized by Massachusetts General Laws Chapter 40A and is responsible for conducting public hearings and meetings for matters relating to the zoning bylaws of the Town.

In July, Alice Kaufman was elected as Chair. Having completed his term, Patrick C. Toomey left the Board in August; John Brady joined the Board in September.

The Board conducted twelve (12) public hearings and twelve (12) public meetings in 2011, during which it considered forty-seven (47) applications. One (1) application was withdrawn at the request of the applicant. Forty-one (41) special permits were granted. Two (2) variances from the Sign Bylaw were granted. One (1) amendment to a previously approved variance was granted (in conjunction with a special permit). Two (2) applications are still pending. No decision made by the Board was appealed. One (1) appeal of a decision of the Building Inspector/Zoning Enforcement Officer was filed and denied. (Some of these applications included multiple activities; therefore, the activity totals in the table on the following page may exceed the number of applications.)

Performance Information						
# Permits Issued	2011	2010	2009	2008	2007	2006
New single family homes	30	41	26	28	22	26
Multi-family attached units	0	21	6	5	7	9
Additions/Alterations	686	644	537	595	618	674
Commercial	90	90	97	83	92	96
Total Building Permits:	806	796	666	711	739	799
Electrical	745	642	643	716	761	790
Mechanical	26	-	-	-	-	-
Plumbing	470	424	435	462	468	524
Gas	340	320	326	315	344	358
Signs	41	30	50	44	34	45
Total all Permits:	2428	2212	2120	2248	2346	2516
Value of Const. (millions)	44.0	90.0	40.6	64.4	66.5	94.7
Permit Fee Revenue	\$554,211	\$955,212	\$486,410	\$506,070	\$593,835	\$1,056,554

**ZONING BOARD OF APPEALS
APPLICATION ACTIVITIES - 2011**

Additional dwelling unit in a single-family dwelling	2
Alter and use a building that predates zoning as an additional dwelling	1
Appeal of a decision of the Zoning Enforcement Officer	1
Change or extend a nonconforming use	14
Private recreation use	1
Reconstruct, extend, alter or change a non-conforming structure	17
Reconstruction after catastrophe or involuntary demolition	1
Reduced frontage, lot width, lot area to preserve historical structure-amendment	1
Relief from design requirements	1
Relief from parking requirements	1
Relief from height limitation in side yard exception area in Residence C zone	1
Sign variance-new	2
Sign variance-amendment	1
Site plan approval (associated with a special permit)	12
Thirty-foot zone boundary extension	1
Work in the floodplain-new	1
Work in the floodplain-amendment	1
Wireless communications facility	6
<i>Accessory Uses</i>	
Garaging or parking of commercial vehicles-renewal	1
Mobile medical trailer (temporary)-new	1
Mobile medical trailer (temporary)-renewal	1
Special events (temporary)-new	1
Special events (temporary)-amendment	1
Special home occupation-new	1
Special home occupation-renewal	3
Stable	1
Tourist home	1

BOARD OF HEALTH

Alan Woodward, MD, Chair
Jack Bergman
JoAnn DiNardo, RN
Kerry Diskin
Ellen Hutt, Esq.

The Board of Health is responsible for the overall stewardship of the public health of Concord. It promotes, enacts, and enforces health rules and regulations in accordance with local bylaws and state law. There are five members of the Board, appointed for three-year terms by the Town Manager. In May, the Board re-elected Dr. Alan Woodward as Chair.

In 2011, the Board of Health granted 4 variances to State and local wastewater system regulations and held several hearings for relief from the Housing Code. Board members dealt with serious enforcement actions

relating to the Minimum Sanitation Standards for Food Establishments and held a total of 9 public hearings for Food Establishments. In a very challenging year dealing with this particular issue, Board members commend the Health Division staff on their commitment and extraordinary effort in working with restaurant owners and their staff to ensure that all applicable laws are adhered to so residents can be assured the food they are consuming is safe.

Regulations

As the public health regulatory entity for the Town, the Board continues to endorse measures that can positively impact the public by promoting health and wellness. In December 2011, following notification of affected facilities and holding a public hearing, it adopted a new regulation prohibiting the sale of tobacco products in health care institutions (which by definition include pharmacies). It is well documented that use of tobacco products are directly connected to many types of illnesses. Eliminating these same products from pharmacies which are considered part of the “health care delivery system” (where people seek medical advice and receive medications to make them well) was particularly important and made a strong statement for the protection of public health. The regulation will become effective February 14, 2012.

Mosquito Control

The Town of Concord continues to contract with the East Middlesex Mosquito Control Project (EMMCP) through the Board of Health to conduct programs in Concord. Although the Town does not utilize spraying as a means to control mosquitoes, EMMCP provides an integrated mosquito management program including a catch basin larval control program (2,099 catch basins were treated in 2011), surveillance and trapping, wetland inspections to monitor larval populations and identify obstructions in drainage systems. This year, EMMCP tested a mosquito pool from Sudbury (near the Concord town line) that tested positive for Eastern Equine Encephalitis (EEE). There were no human or animal cases reported in our area, but EMMCP continues to monitor the pools for EEE and West Nile Virus for positive mosquitoes.

HEALTH DIVISION

Susan Rask, MS, RS, Public Health Director

The Health Division enforces State statutes and regulations relative to the protection of public health, the control of disease, the promotion of sanitary living conditions, and the protection of the environment from damage and pollution. Environmental and sanitary codes enforced by the Health Division include: onsite wastewater (septic) systems, food establishments, swimming pools, bathing beaches, summer camps, indoor ice skating rinks, housing, and lead paint. Administrative staff is responsible for assisting with annual flu clinics, the rabies control program, administers the Septic Betterment Loan Program and the issuance of approximately 500 annual licenses/permits.

Regional Public Health Services

Health Division staff provided 310 hours of inspectional services and staff support under a regional service contract with the Town of Lincoln. This program generated

approximately \$17,900 in revenue for 2011.

In 2011, the Concord Health Division participated in a Massachusetts Department of Public Health funded grant with twelve other MetroWest towns to explore regionalization of public health services. Most of these towns had identified a need for increased public health nursing and other services and wished to explore whether such services might be supplied more cost effectively by creating cooperative agreements between towns to share staff. The grant project concluded that creation of a regional public health district would not be beneficial to Concord at this time. However, the Health Division continues to explore working cooperatively with the towns of Acton, Stow, Carlisle, Maynard and Lincoln to seek grant funding to enhance public health services.

Emergency Preparedness

In 2011, the Health Division worked closely with the Concord Emergency Management Agency to further develop local public health emergency response capacity. This included the continued development of the

TOWN OF CONCORD COMMUNICABLE DISEASE REPORTING

	2011	2010	2009	2008	2007	2008	2009	2010	2011	'07-'11 Median
Amebiasis	0	0	2	0	0	0	2	0	0	0
Babesiosis	0	3	1	1	0	1	1	3	0	1
Campylobacter	6	6	4	3	4	3	4	6	6	4
Cryptococcus	0	0	2	1	0	1	2	0	0	0
Cryptosporidia	2	0	0	0	0	0	0	0	2	0
Dengue	0	1	-	-	-	-	-	1	0	-
E. Coli	0	0	0	0	0	0	0	0	0	0
Ehrlichiosis	0	0	3	0	0	0	3	0	0	0
Encephalitis	0	0	0	0	0	0	0	0	0	0
Enterovirus	0	0	1	0	0	0	1	0	0	0
Giardia	4	2	3	4	1	4	3	2	4	3
Hepatitis A	0	0	0	0	0	0	0	0	0	0
Hepatitis B	0	1	1	0	3	0	1	1	0	1
Hepatitis C*	5	23	68	19	6	19	68	23	5	19
H1N1 Influenza	0	0	2	0	0	0	2	0	0	0
HGA	1	8	5	0	0	0	5	8	1	1
Legionnaire's Disease	1	0	1	0	0	0	1	0	1	0
Lyme Disease	11	46	48	84	29	84	48	46	11	46
Measles	0	0	0	0	0	0	0	0	0	0
Meningitis	0	0	0	0	2	0	0	0	0	0
Pertussis	1	0	0	0	3	0	0	0	1	0
Rocky Mtn Spotted Fever	0	0	0	1	0	1	0	0	0	0
Salmonella	3	4	4	5	3	5	4	4	3	4
Shigella	0	2	1	3	1	3	1	2	0	1
Streptococcal Pneumonia	1	1	2	2	2	2	2	1	1	2
Type B Streptococcus	0	0	0	0	0	0	0	0	0	0
Tuberculosis	0	0	2	1	1	1	2	0	0	1
Varicella (Chicken Pox)	0	0	0	1	5	1	0	0	0	0
Yersiniosis	1	0	0	1	0	1	0	0	1	0

*All cases previous to 2011 included MCI Concord; MDPH now records those totals separately

Concord Medical Reserve Corps (MRC) supply and equipment inventory for items purchased over the last 4 years. The Health Division continues to work to recruit and train an engaged group of MRC volunteers to ensure the town can respond to public health emergencies including staffing shelters or providing public health clinics to dispense medications or vaccines if needed.

Permits & Licenses

The Health Division issued the following licenses in 2011 and collected \$119,751.58 in permit fees: 180 Food Service/Retail Food (including farm stands, school cafeterias (private & public), food banks, churches, caterer operations, residential retail kitchens, mobile food trucks, bed & breakfast establishments); 20 Tobacco Sales; 68 Permits to Keep Farm Animals; 3 Bathing Beaches; 21 Swimming Pools; 49 Hazardous Material Storage/Usage; 13 Recreational Camp Sites; 15 Day Camp Programs; 1 Tanning Facilities; 71 Disposal Works Installers; 20 Septic Haulers; 12 Rubbish Haulers; 4 Funeral Directors; 117 On-Site Sewage Disposal Permits; 146 Building Permit Reviews; and 29 Well Permits.

Public Health Nursing/Communicable Disease Control

Under a contract with the Health Division, Emerson Hospital Home Care provided nursing services to staff for coordination and staffing of the annual influenza vaccination clinics, telephone and home visits to patients, and investigation of reported cases of communicable diseases. The cases of communicable diseases are reported to the Health Division for inclusion in statistical reports prepared by the Massachusetts Department of Public Health for epidemiological purposes. This confidential information is maintained by the public health nurses and Administrative Assistant and routed to MDPH for appropriate follow-up action.

Influenza Vaccine Distribution & Clinics

The Health Division sponsored its annual seasonal influenza clinic for Concord Seniors at the Harvey Wheeler Center on October 14. Emerson Hospital Home Care nurses administered vaccine to approximately 170 participants. Vaccine continues to be readily available from primary care physicians and local pharmacies throughout the year, therefore, cities and towns have seen attendance to these public clinics decrease; but, using State-supplied vaccine allows public health depart-

ments to continue to serve the at-risk population who may not be able to take advantage of those other venues.

The Town of Concord, through its Health Division, also sponsored its second Seasonal Influenza Clinic for Town employees in November. Emerson Hospital Home Care administered nearly 80 vaccines to Town employees during this clinic.

Sanitary Housing Inspections

The Environmental Health Inspector is responsible for conducting inspections for compliance of Chapter 2 of the State Sanitary Code, 105 CMR 410.000, Minimum Standards of Fitness for Human Habitation. Health Division staff spent a significant amount of time responding to a steady increase of requests from both tenants and landlords in 2011. In the past, housing code violations were identified and landlords would bring the property into compliance. In 2011, housing issues became more complicated often requiring enforcement in Northeast Housing Court. It is unclear whether financial difficulties during stressed economic times are adding to the upward trend. In 2011, the Environmental Health Inspector and Public Health Director respectively were subpoenaed at least twice to appear in Northeast Housing Court for cases dealing with tenant/landlord disputes.

Wastewater Permitting Program

Onsite Sewage Disposal/Building Reviews for Title 5 & Town Sewer

The Environmental Health Inspector oversees the onsite wastewater management (septic system) program in the Health Division. In 2011, the Division issued 110 permits for construction and/or alteration of septic systems, reviewed 141 building permit applications for regulatory compliance, and witnessed percolation tests and soil evaluations for 90 properties. The Environmental Health Inspector conducted approximately 188 onsite inspections for compliance with Title 5.

Although permitting for single family sewage disposal systems decreased slightly from 2010, there has been a significant increase in the number of large systems to accommodate multifamily developments and commercial properties. In 2011, staff permitted several systems ranging from 1,980 – 9,990 gallons per day for developments such as the Riverwalk and Elm Place

2011 Food Service/Retail Permits

37 Retail Food Permits	14 Deli's in Retail Establishments
42 Food Service Operations	6 Nursing Homes/Assisted Living
9 Farm Stands	1 Hospital/In Patient Kitchen
9 Public School Cafeterias	4 Private School Cafeterias
6 Religious Organizations	2 Community Assistance Food Groups
1 Food Bank	1 Home for Aged Community
1 Sporting Event Food Service	4 Seasonal Food Operations
3 Mobil Food Trucks	2 B&B with Food Service
9 Caterers Base of Operations	2 Daycare with Food Service
3 Food Processors	4 Rental Hall Kitchens
7 Frozen Ice cream	11 Milk/Cream Permits
2 Residential Retail Kitchens	

housing developments and the proposed medical office building on Baker Ave.

Septic System Betterment Loan Program

The Community Septic System Betterment Loan Program is administered by the Health Division Administrative Assistant. Through this program, Concord property owners can borrow up to \$30,000 at 2% interest, to be paid back as a betterment lien over 10 years. During unsettled economic times, the Town is fortunate to be able to offer this type of financial assistance to its residents.

For reasons unknown, there was a sharp decline in program participation in 2011 despite many telephone inquiries and informational mailings to interested parties. The Health Division continues outreach to residents through increased advertisement, working with local engineers and septic installers, and other Town Departments.

Food Inspections & Temporary Food Events

In 2011, 4 new food establishments were reviewed and permitted: 80 Thoreau, Reasons to Be Cheerful, Dino's Pizzeria, and Trail's End Café. In addition to those reviews, 9 existing food service establishments underwent major renovations which required plan review and modified permit issuance.

The Public Health Inspector is responsible for conducting risk-based food inspections for all types of Food Service Establishments including complex meal services in restaurants and hospital kitchens to convenience store pre-packaged food sales. The inspection program focuses on Active Managerial Control achieved through education; hands-on training and guidance, emphasizing a "systems-based" approach to food safety.

Temporary Food Event applications are reviewed by staff to identify and address any potential food safety risk factors that could impact the public health. During 2011, 48 Temporary Food Events were permitted, including Patriots Day Festivities, Chamber of Commerce Spring/Fall Festival, the Memorial Day and Fourth of July Parades, and the Fall Agricultural Fair.

Recreational Camp Program

There are 13 sites in Concord that are licensed by the Health Division which host their own camp programs and/or serve as a rental location to "out of town" programs. All camp programs (15) were reviewed by the Public Health Inspector for compliance to Chapter 7 of the State Sanitary Code, "Minimum Sanitation and Safety Standards for Recreational Camps for Children", including background checks on staff, medical protocols, and health record reviews. Many facilities offer high risk activities such as ropes courses which require additional safety checks and reviews. Although camp program attendance declined in 2011; there were over 4,200 children served by the camps offered in Concord.

Bathing Beach Program

The Public Health Inspector monitored and collected water samples for analytical testing at the 3 semi-public beaches from Memorial Day through Labor Day for compliance to State Bathing Beach Regulations. There were no beach closures for the 2011 season.

Ice Rink Air Quality

The Concord Health Division licenses 2 indoor ice rinks (Valley Sports and Middlesex School's Atkins Hockey Rink); when applicable, the Public Health Inspector observes and reviews testing data for air quality for indoor ice rinks that use combustion engines (that

produce exhaust containing carbon monoxide or nitrogen oxide) for ice resurfacing. As of November 2011, neither licensed facility was using this type of machine to resurface the ice. Both facilities are utilizing electric ice re-surfacers that do not require air quality testing per 105 CMR 675.00.

Swimming Pools

There are 12 public/semi-public pool facilities in Concord. There are currently 3 general purpose pools, 13 lap pools, 6 children's pools, 3 special purpose pools and 1 diving well. The Public Health Inspector inspects these facilities for compliance with water quality standards, safety equipment requirements and pool operators' certification for each site.

Animal Permits

The Public Health Inspector serves as the Town's Animal Inspector. 64 properties are inspected for sanitary conditions, health of animals and elimination of odors and pests with proper manure storage/removal. This year, the Concord Health Department spent additional time reviewing applications for and explaining the pertinent regulations to homeowners interested in raising chickens. This seems to be a trend throughout the State, not just Concord, as more homeowners show an interest in becoming "backyard" farmers.

	2009-2011		
	Animal Census Information		
	<u>2011</u>	<u>2010</u>	<u>2009</u>
Chickens	1,368	1,056	716
Horses	163	164	166
Cattle	178	243	217
Rabbits	112	78	70
Goats	13	10	17
Geese/Ducks	38	29	23
Guinea Hens	8	9	14
Sheep	1	15	10
Beehives	-	4	4
Llamas	-	0	0
Donkeys	3	2	2
Turkey	8	7	5
Pigs	2	10	12
TOTAL	1,894	1,627	1,256

Rabies Control Program

During 2011, 24 domestic animals (dogs & cats) were quarantined by either the Public Health Inspector or Health Division Administrative staff due to contact with potentially rabid animals. 8 domestic animals were quarantined and followed by the Animal Inspector and Dog Officer because of animal bites to humans. Rabies

tests were conducted on 5 potentially rabid animals (1 bat, 1 fox, 2 cats and a dog). No animals tested positive for the rabies virus.

At the Health Division's Annual Rabies Clinic in March 2011, Concord Animal Hospital veterinarians administered the rabies vaccine to 34 dogs and 22 cats.

EMERSON HOSPITAL HOME CARE SERVICES

Brian Hailey, MSPT Director

Emerson Hospital Home Care is a Medicare/Medicaid Certified, Joint Commission accredited, provider of home health services in Concord, as well as 23 surrounding towns. Home Care is an active member of the Home Care Alliance of Massachusetts. The mission is to deliver high quality, safe, and cost effective services to all our patients. These services include skilled nursing, physical, occupational and speech therapy, home health aide, and medical social work. Emerson Home Care continues to grow to meet the demands of skilled services in the home, as hospital length of stays decrease. We continue to partner with community and tertiary medical centers to reduce the incidence of re-hospitalizations. We have expanded beyond our 23 town service area to accommodate requests of referral sources and our patients.

Home Care accepts referrals for services from Emerson Hospital, other local community and tertiary hospitals, physician offices, skilled nursing facilities, rehabilitation hospitals, and referrals from patients with a physician's order for home care. Members of the community can contact Home Care directly for skilled services for themselves or family members. Emerson Home Care partners with community members to provide services at home after a hospitalization, during a prolonged illness, or when a skilled need arises and the client is home bound. The goal of home care services is always to promote the highest state of wellness and independence, and to assist in planning for the continuum of care. Home Care also provides community health and communicable disease follow up in accordance with our Board of Health Contract with the Town of Concord.

Although Emerson Hospital Home Care does not have a hospice program, we continue to work closely with several area hospice providers. Emerson Home Care