



Town of Glastonbury

2155 MAIN STREET • P.O. BOX 6523 • GLASTONBURY, CT 06033-6523 • (860) 652-7500
FAX (860) 652-7505

Richard J. Johnson
Town Manager

ITEM #7
03-24-2020 Meeting

March 20, 2020

The Glastonbury Town Council
2155 Main Street
Glastonbury, CT 06033

Re: Town Manager's Report

Dear Council Members:

The following will keep you up to date on various topics.

1. COVID-19 – Town Operations

The situation with COVID-19 continues to evolve. There have been a variety of actions involving Town operations over the past week plus. Updates and new information are published almost daily to the Town website. A summary of the March 18th update is attached. I will highlight any changes on Tuesday evening.

2. MIRA

As discussed at the March 10th meeting, Materials Innovation Recycling Authority (MIRA) is seeking input from participating communities on support for a 30-year commitment at a per ton tipping fee of \$145±. As Tom Kirk explained, most communities have expressed support for continued operation of the Trash to Energy Plant, but at a tip fee below \$100. For FY2021 the tip fee increases from \$83 to \$91 per ton. Subject to Council discussion, I can forward a response to MIRA in this regard.

3. DEEP Open Space Grant Paperwork

The proposed agreements are received for the \$1M open space grant for the 542 acres purchased from the PFL. The documents are under review and will be scheduled for Council action.

4. Compost Bin/Rain Barrel Program

Plans now call for a compost bin/rain barrel program for Saturday, May 16th pick up. At this point, the compost workshop is cancelled with pick up only.

Sincerely,

Richard J. Johnson
Town Manager

RJJ/sal
Attachments

Town of Glastonbury COVID-19

EXTERNAL Operational and Service changes - *Updated March 18, 2020*

As the coronavirus (COVID-19) pandemic continues to affect day-to-day life for all of us, Town staff continue to balance the health and safety of all municipal employees and the community, while continuing to provide town services to visitors as reasonably possible. As such, modified service processes have been implemented as applicable. This is a fluid process and subject to change but this document outlines those changes as of March 18, 2020.

On behalf of the Town organization, all of us involved in town operations will continue to do our best to respond to community needs during these challenging times.

Sincerely,

Richard J. Johnson, Glastonbury Town Manager

Contact Information for Public

Department	Contact for General Inquiries
Assessor's Office	assessor@glastonbury-ct.gov or (860) 652-7600
Building Inspections	(860) 652-7521
Customer Service Center	(860) 652-7710 or customerservicecenter@glastonbury-ct.gov
Engineering	860-652-7735 or dawn.luke@glastonbury-ct.gov
Finance	FinancialAdministration@glastonbury-ct.gov
General	Customerservicecenter@glastonbury-ct.gov
Health – Code Inspections	(860) 652-7534
Marketing & Communications	marketing@glastonbury-ct.gov
Purchasing	purchasing@glastonbury-ct.gov
Revenue Collection	revenuemanagement@glastonbury-ct.gov
Social Services	socialservices@glastonbury-ct.gov or (860) 652-7638
Town Clerk	townclerk@glastonbury-ct.gov or (860) 652-7616

The Customer Service Center located at Town Hall will continue to be available by phone or email during normal business hours, 8:00 am – 4:30 pm to assist with citizen inquiries at (860) 652-7710 or customerservicecenter@glastonbury-ct.gov.

The following services have been **SUSPENDED** until further notice and all facilities are **CLOSED** to the public unless an appointment has been made with department staff:

- All Department programs and events
- Interior Inspections
- Liquor Permits
- Notary Services
- Passport Processing Appointments
- Refuse Permit Purchase
- Veteran's Discharges

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Assessor's Office

Answers to most assessment are available on the [Assessor's web page](#). All standard services will be available via phone (860) 652-7600, email - assessor@glastonbury-ct.gov, or fax at (860) 652-7610.

- **Property cards and maps** – Available online [using the GIS system](#). They can also be emailed to you if you are unable to access them this way. Please direct any inquiries to assessor@glastonbury-ct.gov

Building Inspections

- Interior inspections – SUSPENDED, excluding emergencies. Please call (860) 652-7521 with questions.
- Hard copies of plans will NOT be accepted until further notice. Online submissions and permit payments can be made by visiting www.viewmypermitct.org. Please contact the office with questions.

Community Development

- **Administrative Reviews** - Staff will review plans in office and email comments to applicant. In-person reviews will NOT occur. Appointments are required to drop off your application documents (administrative review documents), and applicants may make an appointment to submit the documentation form and 8 sets of plans by 12 p.m. on the second Wednesday of every month. To schedule an appointment, please email planning@glastonbury-ct.gov.
 - For submission, plans shall be folded, put in a box, and clearly labeled with the applicant name, contact information, and project name. DCD will not accept submissions that do not meet these guidelines.
 - At a minimum, plans should include any wetlands within or adjacent to the project site, 2 foot contour lines, grading, drainage, parking, zoning information and any other applicable information. Submissions that do not have the above listed items will be returned and the project will be scheduled for the next administrative review.
- **Site Inspections** – Only Exterior inspections will be done at this time and will be conducted by appointment only. To schedule, please email planning@glastonbury-ct.gov and provide as much advance notice as possible.
- **Applications for Land Use Boards and Commissions** - All plan submissions must be done by appointment only. To schedule an appointment, please contact planning@glastonbury-ct.gov.
 - All submissions shall include a completed application, check, and the correct number of plan sets as indicated on the application form.
 - Please wash your hands carefully before assembling and all submissions must be prepared as Follows – plans shall be folded, put in a box, and clearly labeled with the applicant name, contact information, and project name. The Department of Community Development will NOT accept submissions that do not conform to these guidelines.
- **Public Meetings for Land Use Boards and Commissions** - *The Governor has issued and Executive Order that eliminates the in-person meeting requirement, allows meetings by phone/video if noticed on the town's website, requires recordation/transcription & positing to a town's website if you opt to meet by phone/video, and requires agenda/application materials 24 hours in advance posted to web. The Office of Community Development is working with Information Technology Staff to hold public meetings remotely. More information will be posted as available.*

Engineering

- **Right of Way Permits and Sewer Permits** - Processed via email only. Please contact Dawn Luke with questions or application requirements at (860) 652-7735 or dawn.luke@glastonbury-ct.gov. Payments shall be mailed to Engineering Division and permits will be processed upon receipt of payment.
- **Inspections for ROW and Sewer Permits** - Will continue as usual. Call Engineering at 860-652-7735 to schedule.

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Fire Marshal

- **Permits** - By appointment only. Contact Christopher Siwy at 860-652-7526 or chris.siwy@glastonbury-ct.gov.

Health

- **Code-mandated inspections including subsurface sewage disposal, food service establishments, other environmental inspections as necessary if need arises as a result of pandemic/illness** - Inspections will be conducted by staff at off-site locations. If residents/business owners wish to meet with department staff, it will be available by appointment only. Walk-ins will not be accommodated. Those wishing to meet with staff should call **(860) 652-7534** to discuss with staff directly their desire for meeting, or schedule site inspections.

Library Services – All handled remotely. Library closed to public.

- **Lending Services** – will be handled remotely. The Digital library is available at <https://www.wtmlib.info/databases-resources/audiobooks.shtml>. Temporary library cards (good for 30 days) are available online at <https://lci.iii.com/selfreg~S18/selfregGL>. Due date for all materials currently checked out is May 1, 2020
- **Information/Reference Services –available remotely.**
 - **Online** databases are available at <https://www.wtmlib.info/databases-resources/databases.shtml>
 - Reference Staff are available Mon-Fri from 9 am – 5 pm to answer questions via phone or email at 860-652-7720 or ReferenceStaff@glastonbury-ct.gov

Parks & Recreation

- **All Programming** – SUSPENDED as of March 14th until further notice. Office closed to public but all services available remotely.
- Program registration is ON as scheduled online and by mail. If you have questions about program registration, please call **(860) 652-7679** (Press 5) or email recreation@glastonbury-ct.gov.
- **Forms and registration** – Must be done through [online](#), by mail, or using their drop-box, which is available to the right of the Academy building entrance (2143 Main St.)

Purchasing

- **Bids and RFPs** - All Live Bids and RFPs POSTPONED until further notice.

Refuse/Sanitation

- **Refuse Permit Purchase** - SUSPENDED at all locations (e.g. Transfer Station/Town Hall) until further notice.
- Transfer Station and Bulky Waste Facility will observe modified hours. Visit [Refuse web page](#) for details.
- All refuse events cancelled until further notice (For ex: Household Hazardous Waste collection on 4/2)

Revenue Collection/Tax Office

- **DMV Releases** – Staff will continue to process remotely through DMV site. Residents can contact Revenue Collection office with questions at **(860) 652-7614** or revenuemanagement@glastonbury-ct.gov
- **Tax Payments** - Online, mail, or drop box only.
 - ONLINE → www.glastonbury-ct.gov/taxpmt
 - MAILED TO → PO BOX 376, GLASTONBURY CT 06033-0376
 - Drop box – Located outside of Town Hall main entrance
- **INCOME TAX INFORMATION** – **online or by phone/email**. Visit www.glastonbury-ct.gov/taxpmt or contact Revenue Collection at **(860) 652-7614** or revenuemanagement@glastonbury-ct.gov

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Senior & Social Services

- **All Programs** – CANCELLED through 4/30 at this time.
- **Dial-A-Ride** – Limited to essential medical appointments and grocery shopping only. All other rides SUSPENDED.
- Social Services Staff available by phone & email ONLY at (860) 652-7638 or socialservices@glastonbury-ct.gov.
- Outreach Social workers will be available Monday - Friday, from 8:00am to 4:30pm by phone or email only at (860) 652-7638 or socialservices@glastonbury-ct.gov. In-person meetings will NOT be accommodated.

Town Clerk

- Office will be closed except for appointments. Walk-ins will NOT be accommodated for ANY Town Clerk service.
- Please see instructions below for information on the service(s) you require.

Service	Instructions
Absentee Ballot Issuance	Submit by mail or by appointment only if absolutely necessary. Applications only can also be dropped off in the Tax Payment Drop Box at Town Hall building. (CANNOT be used for the return of ballots.) Application instructions are available at www.glastonbury-ct.gov/absentee . Please note, there are restrictions on the reasons you can apply for an absentee ballot in CT and you sign the application under penalties of false statement.
Boards/Commissions	All notices will be posted on the front door of Town Hall.
Certified Copies	Certified copies of Birth, marriage or death certificates available by Mail Only. Application Instructions and forms are on the website at www.glastonbury-ct.gov/licensesandpermits
Death Certificates & Burial/Cremation Permits	Funeral Directors may file death certificates, obtain certified copies, or burial/cremation permits by appointment only. Email townclerk@glastonbury-ct.gov .
Dog Licenses	Purchased online or by Mail only. Instructions on how to license a new dog by mail or renew a dog online or by mail are available at www.glastonbury-ct.gov/doglicense
Land Records	To record documents, search a title, or obtain copies/certified copies of land records, you must schedule an appointment by emailing townclerk@glastonbury-ct.gov . It can also be handled remotely through eRecordings .
Liquor Permit Filings	Service SUSPENDED until further notice.
Marriage Licenses	Must be done in person and by appointment only. To schedule an appointment, please email townclerk@glastonbury-ct.gov . Instructions on how to apply and the license worksheet required for the appointment are available at www.glastonbury-ct.gov/licensesandpermits
Notary Public REGISTRATIONS	In-office by appointment only for REGISTRATIONS. (Notary services suspended at this time). Email townclerk@glastonbury-ct.gov to schedule an appointment.
Sporting Licenses	Purchased online only at the DEEP website at www.ct.gov/deep
Title and Public Record Searching	Designated workstations for Town Clerk, Tax, Assessor and Probate Records have been temporarily relocated to the Academy Cafeteria, located at 2143 Main St., Door A and will be available on a first come, first served basis. The driveway is located on the south side of Town Hall and the parking lot is immediately on the right. There are several steps down into the building so if you need reasonable accommodation, please contact the Town Clerk's office to schedule an appointment for access. Also if you need vault access, please contact the Town Clerk's office at the same email address for an appointment. Please wash your hands thoroughly before arrival.

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Town Clerk Services Continued

Service	Instructions
Trade Name Filings	Mail in only. Walk-ins will not be accommodated. Instructions on how to apply and the applicable forms are on the website at www.glastonbury-ct.gov/tradename Only fully notarized forms with payment will be accepted via mail.
Veteran's Discharges	Service SUSPENDED until further notice

Voter and Election Info

- To register or update your party information, visit voterregistration.ct.gov/OLVR. If you are wondering if you are registered to vote, the look up link is <http://www.govote.ct.gov/>.

Facility Closures as of March 17

Please note the following town facility closures. All staff will continue to work on site or remotely during normal operating hours.

Town Hall – Closed to the public excluding appointments as outlined above.

Academy Building - Closed to the public.

Bulky Waste Facility - MODIFIED schedule. Standard services available. Effective Wednesday, March 18, the Bulky Waste Facility will be open MONDAYS, WEDNESDAYS and SATURDAYS, from 7 AM to 3 PM. It will be closed all other days. Any updates to this schedule will be posted as applicable.

Events - All gatherings with 50+ people will be CANCELLED through April 30th. This includes all Town-organized events. Visit www.glastonbury-ct.gov/events to view specific event details. (This is per the Governor's mandate.)

Fire Companies – All 4 Fire companies CLOSED to the public.

Parks & Recreation - Parks and Recreation offices are currently CLOSED to the public.

Riverfront Community Center – CLOSED to the public for all Senior and Social Services programming.

- Social Services** - Available by phone - (860) 652-7638 - or email at socialservices@glastonbury-ct.gov only. Walk in appointments will NOT be accommodated.
- Dial-A-Ride** - Limited to medical and grocery trips only. All other Dial-A-Ride services SUSPENDED.

Transfer Station - Modified Schedule and ONLY HOUSEHOLD TRASH accepted until further notice. Effective Wed, 3/18, the Transfer Station will be open TUESDAYS & SATURDAYS from 7 AM to 3 PM, and WEDNESDAYS, from 7 AM to 7 PM. Accepted materials will be restricted to HOUSEHOLD TRASH ONLY until further notice. Recyclables – Deposit single stream recyclables at town Satellite drop off sites only (located at rear of Town Hall or adjacent to Fire Co. #4. Put & Take will NOT be accepted until further notice

Welles Turner Memorial Library (WTML) – CLOSED to the public. This includes all programs, events, passport appointments, and other services. Residents may continue to contact Library staff by telephone, Mon-Fri, from 9-5pm.

Youth & Family Services (YFS) – CLOSED to the public. All YFS programs & services cancelled until further notice.

Park Restrooms - All outdoor restrooms in town parks will be CLOSED until further notice.

Non-Binding Informational Statement of Interest

1. Tip Fee of \$145/ton MSW. Beginning in FY 2025, a maximum tip fee would be set at \$145.00/ton. This fee provides for a \$0/ton recycling fee and a single uniform MSW tipping fee regardless of the town's preferred disposal location (transfer stations or WTE facility). A tipping fee which includes the cost of recycling and the "socialized" costs of transfer station and/or direct haul are consistent with MIRA's present project operations. For planning purposes, this approach is assumed to continue in the redeveloped project. The MSW tip fee would be adjusted annually based upon a COLA or a change in law (if any) or other exceptional MIRA-assumed risk (not covered by insurance). It may also be adjusted downward based upon the actual cost established in an annual budget and to assure the operation is nonprofit and priced at the net cost of service. However, a force majeure event could cause an increase in the tip fee for a given year or period of time.

Conceptual agreement with these terms and potential interest in project participation? Yes _____ No _____

If no, what terms would be satisfactory?

2. A 30-year agreement. A 30-year commitment of waste, with no opt out provisions, is necessary to support public bonding by MIRA. (This

is the same term and condition agreed to by 70 municipalities when the original Mid Connecticut WTE project was developed in 1988.)

Conceptual agreement with these terms and potential interest in project participation? Yes _____ No _____

If no, why not?

Any other comments or questions:

Town/City of _____

By: _____

Title: _____

Printed name: _____

Date: _____

Return to: Materials Innovation and Recycling Authority
200 Corporate Place, Suite 202
Rocky Hill, CT 06067
ATT: Thomas D. Kirk