



# TOWN ADMINISTRATOR'S REPORT

September 15, 2020



## ADMINISTRATION:

- Town Administrator (TA) Greg Johnson, Assistant Town Administrator (ATA) Megan Zammuto, Human Resources (HR) Coordinator Stephanie Duggan, Public Health Agent Kelly Pawluczzonek, and Public Health Nurse Katherine Castle continue to be in nearly constant communication regarding the conditions and communications surrounding the current public health crisis.

Please visit the [town's webpage devoted to COVID-19 information](#):

- TA Greg Johnson and Fire Chief Anthony Stowers attended a Fire Station Building Committee meeting with Owner's Project Manager (OPM) Alicia Monks and the resident committee members. Topics included the anticipation of the warrant article for the borrowing authorization through a debt exclusion for the construction of a new fire station, the role of the OPM and design firm, the procurement procedure for contracting the construction of the station, marketing of the project, and encouraging turn out at the Special Town Meeting as well as subsequent special election for the debt exclusion's ballot measure.
- TA Greg Johnson with a liaison from the Metropolitan Area Planning Council (MAPC) concerning any partnership opportunities towards the progress of infrastructure planning and projects, namely water and sewer systems, and specifically along regionally impactful areas such as Powder Mill Road. MAPC is already engaged with the town for a Powder Mill Corridor Study project, and a MassWorks Grant application for water/sewer improvements at Powder Mill.
- TA Greg Johnson discussed re-opening and COVID-19 concerns with town staff during a Senior Staff meeting and plans to release an internal policies on the matter shortly. The likely first phase of re-opening for town offices will be limited to office-specific appointment-only meetings.
- TA Greg Johnson is participating in the new Library Director Search efforts, hosted by the Library Board of Trustees, in anticipation of the forthcoming retirement of Steve Weiner.
- TA Greg Johnson and Human Resources Coordinator Stephanie Duggan are preparing for the recruitment and hiring procedures in anticipation of the forthcoming retirements of Treasurer/Collector Cheryl Kane and Finance Director/Town Accountant Mike Guzzo.
- TA Greg Johnson is collaborating with the UMass Boston Collins Center to finalize the initial draft of the forecasting project. Once prepared, the draft will be shared with town bodies, but with a focus on the Board of Selectmen and the Budget Sub-Committee.

- The TA office received notice that the application by Mass Wellspring for a retail marijuana establishment was approved by the state's Cannabis Control Commission. The town's license application will be processed for the consideration of the Board of Selectmen.

## **MUNICIPAL SERVICES:**

- Office of Municipal Services (OMS) intern Katie Swan presented the [Assabet River Revitalization Plan](#) during the September 10th Economic Development Committee Meeting. Please find the presentation attached.
- Town staff met with the Regional Housing Services Office (RHSO) staff to discuss current initiatives. The [Affordable Housing Trust's Emergency Rental Assistance Program](#) is going well and efforts are being made to continually share the program details with Maynard residents.

## **Conservation**

- The Conservation Commission (ConsCom) approved a minor amendment to the Wetland Permit for 22-24 Main Street (recreational marijuana retailer Greenstar Herbals) to change the invasive Japanese Knotweed removal plan. Previously the plants were to be removed by digging up and removing the root systems and soil down to about four feet. Instead, the applicant will be applying wetland safe herbicide by hand to the individual stems over a period of three years. This will result in a much smaller level of disturbance on site.
- The Conservation Commission approved the Stormwater Management Permit for 12 Bancroft Street (the Coolidge School).
- The Conservation Commission issued a Negative Determination for the demolition of the buildings and minor site clearing of the upper portion of the 0 Thomas Street Conservation property. The rest of the work for the project will require the filing of a full wetland permit.
- The Conservation Commission continued the public hearing for the 5 single family home development Notice of Intent (NOI) at 0 Parker Street to October 13, 2020.
- Laura Mattei stepped down as a Conservation Commissioner, but she will remain as an associate, non-voting member. The Commission voted to recommend two new full members, Jeff Black and Susan Erickson, and another associate member, Chris Ciano-Collins.
- The Commission has received a lot of positive feedback on the recent re-establishment of the Blue Jay Way walking trail through the conservation area that was recently done by Vincent Boothroyd as his Eagle Scout Project. Neighbors have volunteered recently to keep maintaining the trail. The ConsCom is hoping to go live this fall with a Stewardship Program.

## **Planning**

- The Planning Board voted to amend the special permit decision for 129 Parker Street during a public hearing held on September 8th. The request included amending "Exhibit E" (signage) of the Special Permit Decision dated September 19, 2017 for the Maynard Crossings (129 Parker Street) mixed-use development. "Exhibit E" of the Decision defines internal tenant signage, and provide clarification of several definitions

and ensure the internal signage is modified to address changed conditions. The request is consistent with the Town-approved Concept Plan for the project.

- Outstanding sewer payments for the 129 Parker Street project were received on Tuesday, September 8, 2020 from Capital Group, the developer of Maynard Crossing. The Planning Board has canceled the public hearing to discuss the revocation of the Planning Board Special Permit on September 22nd.
- Planning Board elections were held during the December 8th meeting. Greg Tuzzolo will remain the chair and Andrew D'Amour will remain the vice chair.

## **POLICE:**

### **Personnel:**

- On August 4, 2020, the Honorable Board of Selectmen appointed Joseph Gennaro as a new entry level officer to begin on August 14, 2020. Officer Gennaro has been in field training through August and has been a great fit for the department.
- On August 18, 2020, the Honorable Board of Selectmen appointed and approved the contract of the first Deputy Chief of the Maynard Police Department. On August 24, 2020 Deputy Chief Christopher Troiano was sworn in by Town Clerk Michelle Jenkins in the presence of Chief Noble, Selectman Chris DiSilva and the Troiano family. Deputy Chief Troiano comes to the Maynard Police Department after 23 years of service to the Concord Police Department. We look forward to the years of experience and knowledge he will bring to a leadership position at the Maynard Police Department.

### **New “Community Officer” Position:**

- With the retirement of Officer Nyholm and having previously negotiated with the unions, a new job title was created to replace the special services officer position for the police department. The Community Officer position is responsible for several duties and reports to the Deputy Chief's office. He will be in the downtown area regularly and will be the department liaison to the downtown area businesses with part of those duties being to monitor the parking in the downtown area.
- The Community Officer will assist with many administrative tasks including, but not limited to accreditation, investigations, court and vehicle maintenance. The position will require a highly motivated officer with an ability to communicate well with a host of different people. The full job description of the Community Officer position is attached below.

### **Police Changes & Additions:**

- Part of the Chief's duties for accreditation is to annually review the policies. This was done in August with several policies needing minor updates to reflect the new positions of Deputy Chief (formerly Lieutenant), Lieutenant (formerly Prosecutor) and Community Officer position (formerly Special Services Officer).
- The Department also implemented the below special order for all employees on August 1, 2020.

Special Order 20-2

Effective August 1, 2020-indefinitely

RE: Employee Travel

Pursuant to the Governor's COVID-19 Order No. 45 effective at 12:01 am on August 1, 2020, any employee of the Department who travels for leisure or personal reasons outside Massachusetts and outside the low-risk states as determined by the Department of Public Health, (As of the effective date of this Order, DPH has determined the low-risk states to be CT, HI, MA, ME, NH, NJ, NY, and VT.), must meet the requirements below upon entering the state.

- o Receive a negative COVID-19 test result from a FDA EUA-approved molecular (PCR) SARS-CoV2 test (this is the nasal or saliva test, not the antigen blood test) immediately upon return to Massachusetts, OR
- o Begin a 14-day quarantine as determined by DPH.
- o All employees must also complete the travel form online at <https://www.mass.gov/forms/massachusetts-travel-form>.

All employees that travel to an area not determined to be a low-risk by DPH should get the required COVID-19 testing immediately upon return to Massachusetts at their own expense. Employees are allowed to break quarantine to obtain a COVID-19 test but must continue quarantine until they obtain the results. Once an employee gets a COVID-19 test, he/she shall provide the negative test result to the Chief or his designee prior to returning to work. Even if the employee receives a negative test result, they should continue to self-monitor for COVID-19 symptoms and seek medical advice if any arise.

If taking vacation outside of areas determined to be low-risk by the DPH, employees must notify the Chief, Deputy Chief or Lieutenant in advance. If the employee does not intend to take an authorized COVID-19 test upon return, the Department may take that into account to determine whether the Department can effectively operate before approving the time off.

Employees can utilize up to two weeks of protective leave under the Families First Coronavirus Response Act (FFCRA) to cover any quarantine period. It should be noted that employees can only utilize a total of ten (10) days of protected leave under the FFCRA. If an employee has already used their ten (10) days or goes on multiple trips outside of low-risk areas as designated by the DPH, the quarantine period will be charged to the employee's accrued time.

This Special Order and the Governor's travel order do not apply when employees are returning from travel to the aforementioned low-risk states.

More information on the state's travel order can be found at <https://www.mass.gov/info-details/covid-19-travel-order>

### **Statistics & Activities:**

- Our mental health reports continue to be higher than usual for reasons including, but not limited to: COVID related anxiety, limited ability for persons with substance abuse issues to seek help, overall society isolations that limit people from noticing problems and calling for help, and the lack of in-person availability to assist with persons in crisis. We continue to work with our Jail Diversion Coordinator, Mackenzie Dezieck, to assist with getting people the help they need in these trying times.

- Overall Calls for service 2,224 approximately same as 2019
- 85 Incident Reports – Up 29% from August 2019
- 5 Arrest – Down 67% from August 2019
- 5 Accidents – Down 50% from August 2019

**Training:**

- The Department has been steadily working back to some in person trainings. However, most of the trainings that are offered are still being done online, including the entire annual in-service for all sworn officers on the department. Therefore, the department is creating an online training area in the training room for the purpose of adapting to this change in training services.

**Community Officer job description:**

The Community Officer is a unique position because it will support many functions and positions. This position is a uniformed position with a Monday through Friday schedule. When there is a need or when not assigned to another function the Community Officer will be part of the patrol function. The Community Officer is utilized for special duties that occur on a scheduled and unscheduled basis. The Community Officer reports to the Deputy Chief unless assigned to the patrol function. When assigned to the patrol function the Community Officer will notify and report to the patrol supervisor. The Community Officer will assist with many administrative tasks including, but not limited to: accreditation and investigations.

**DUTIES AND RESPONSIBILITIES**

1. Vehicle maintenance and transport – Will coordinate with DPW and other entities for maintenance and repairs to all department vehicles.
2. Special Events Assistant – Will assist in the planning of special events including, but not limited to parades, Maynardfest and other large town events. Is expected to attend these events, if outside the Community Officer’s regular hours overtime and/or comp time is allowed.
3. Prisoner transport to court – When the Lieutenant is not available to transport or is busy with other duties the Community Officer will transport prisoners and bring paperwork.
4. Back-up court officer – Will submit court paperwork in the absence or unavailability of the Lieutenant, Deputy Chief and Detective.
5. Drug Disposal – will regularly check and empty the drug kiosk and make arrangements for their destruction.
6. Parking - will assist with downtown parking issues and coordinate with any civilian parking enforcement.
7. Assistant Accreditation Manager – Will assist the Accreditation Manager especially preparing for and during assessment.

8. Back-up detective – Will be trained as a detective and will assist the detective in investigations as necessary.
9. Downtown business liaison officer – Will regularly check in with the downtown businesses on issues.
10. Patrol - Performs all the duties and responsibilities of a patrolman when assigned to patrol.
11. Will perform any other function deemed necessary by the Chief or Deputy Chief.

### **COUNCIL ON AGING (COA):**

- The Council on Aging continues to operate remotely during our normal hours, Monday through Friday, 9:00 to 3:00. Voicemail messages can be left and will be responded to as soon as possible. The Council on Aging phone number is: (978) 897-1009. Amy Loveless, Council on Aging Director, can be reach at: [aloveless@townofmaynard.net](mailto:aloveless@townofmaynard.net)
- Information and referrals are being provided, including but limited to, homecare, fuel assistance, SHINE (health insurance) counseling, food resources, public assistance programs and housing issues.
- Outreach for needs assessment and social support continues and has been expanded to include seniors who may not utilized the COA's services in the past. The Town of Maynard census is currently being used for outreach to seniors over the age of 60.
- The Council on Aging van is continuing to provide transportation to essential services such as grocery stores, pharmacies, banks, and medical appointments.
- Programs are being offered virtually. Fitness classes are available via Zoom technology as well as musical history presentations. The COA is also working on options for seniors without internet access to participate in social and wellness activities. The Council on Aging is offering iPads and Chromebooks through a loan program to low income seniors.
- The Council on Aging is sponsoring another "Grab-n-Go" with the Open Table pantry on Monday, October 5, 2020. Seniors will be able to drive by, pick up a lunch and have face-to-face, or rather mask-to-mask hello's with COA Director, Amy Loveless and Pat Kozik, COA's Principal Clerk.
- The Council on Aging published a September/October 2020 newsletter which included the Maynard Library's virtual programs as well as internet and telephone programs especially for seniors to engage with other seniors. YouTube video instruction on how to use Zoom was included.
- The Council on Aging Facebook page offers alerts about scams, State updates regarding mosquito and tick spread and the 2020 Census.

### **LIBRARY:**

- Budget Status: The FY 21 budget is unchanged at this time. However, it is expected to be adjusted in accordance with the proposed revisions to the General Fund Budget as to be presented at Special Town Meeting October 3, 2020.

- Building Issues: Outside weeding done by Perfection Landscaping. Lighting has been redone as elevator has been inspected.
- Children’s Librarian Report:
  - Monitored Virtual Summer Reading Club - Seventy readers were enrolled in the club this summer with at least 48 of them logging valuable reading times. 21 have qualified for the grand raffle (by having read for at least 24 hours over the six weeks of the program) with more still on the threshold of entry.
  - Conducted weekly live Zoom raffles with reading club qualifiers - Kids couldn't spin the prize wheel themselves so I've been spinning it for them at these weekly raffles to see what prizes they've earned. Hopefully, they've gained a vicarious excitement as they've watched the wheel go round from home.
- Young Adult Librarian Report:
  - Ran a successful zoom-based Bookbinding Workshop for teens and adults in July 2020, with 12 attendees from both age groups.
  - The Teen Summer Library Club was a success in numerous ways! Besides having registration hold level despite a pandemic, and teens reading for over 430 hours, writing 26 book reviews, and completing 150 activities, here are some highlights:
    - Fairy Tale Face-Off - 16 participants
      - I moved my annual bracket-tournament passive program online. This year's tournament was called Fairy Tale Face-Off, and instead of specific books it featured fairy tale and literary characters (links to their stories provided with each ballot) with the premise that they were competing for the role of Curse Breaker after an especially evil Sorceress cast a spell that kicked all fairy tale heroes out of the Enchanted Forest. There were four rounds of bracket-style voting via Google Forms, and a Final Battle that was presented as an original choose-your-own-adventure style storyline.
      - I deliberately chose lesser-known fairy tale characters and characters from non-Western literature for the bracket to both avoid a winner based on popularity while also ensuring diverse options.. At least one of the teens spent two hours reading each story and wrote a review on Beanstack calling them interesting and unique. All told, teens participated in the five parts of the Fairy Tale Face-Off a total of 16 times.
    - Caption This
      - I also moved my weekly YA Room Challenge to Beanstack. Last year's was a Would You Rather question, and this year's weekly challenge was a Caption This request, with a total of 23 captions provided for the 8 different photos. I will be creating a gallery on the teen page of the website to share the fun captions they came up with. Many were amazing, funny, and perfect for the photo they went with!

- Completion Rate: 100%
  - This year I had 12 teens register in the Teen Summer Library Club. Not only did all 12 log reading and activities, but all 12 participated enough to earn at least 10 points. I considered any participant to earn 10 points - the first threshold for claiming prizes - to have "completed" the program.
- Online Prize Catalog
  - Teens seem to have no trouble using the online prize catalog I created in Google Docs. As participants claimed a prize, I removed it from the catalog and put it out for curbside pickup. So far, 40 prizes have been claimed and participants have until next Wednesday to make their selections. Books, candy, and anything cute-animal were the most popular prizes.
- Over the last month and a half I have created a "New Books" page for children's materials on the website and updated the New Young Adult Books page with more categories to facilitate online browsing of new material. I am continuing to process new books for the 3rd floor and assist Sally with curbside pick-up. I am checking the End-of-Summer Survey sent out to Teen Summer Readers to assist with planning fall programs (3 responses so far) and working on a virtual escape room, and I have been assisting Mark in running several of his weekly raffles. Mark and I have collaborated to create Picture Book Bundles and a Shark Week Kit. Finally, I attended the SLJ TeenLive! annual online conference on August 4.
- Reference Report:
  - We are now providing Curbside Printing and Copying. There hasn't been a ton of demand for this yet, but patrons have been happy with it. First 25 pages are free, \$.10 per page afterwards.
  - Museum pass info is updated in EventKeeper and is ready to be made available to the public as soon as I get the "ok" to do so.
  - Out of state interlibrary loan lending is back in service and there has been a backlog of requests to fill. Currently over 20 checked out to patrons.
  - Chat Reference service is being trialed and seems to be a very good product for \$300/yr. I will activate on the website sometime late September.
- Circulation:
  - Total circulation for July was 5410 items, about half of what we did in July 2019.
  - Library staff discharged 3165 items.
  - Newsbank was accessed 169 times a 138% increase.
  - Ancestry.com was accessed 616 times a 1402% increase over July 2019.
  - The overdrive program increased 1518 uses as compared to 1270 uses in July 2019.



- 141 items were added to the collection and 6 withdrawn, making the collection size 79,637.
- Special Programs: We presented the annual summer concert (virtually) with rock/folk legend Jorma Kaukonen - the concert was held on July 31st and close to 7,500 viewers experienced the performance via Youtube from the comfort of their own homes. Numbers from our Summer concerts held in Memorial Park range from 350-500 attendants. And there were people watching from as far away as South Africa and as near as South Acton. Jorma mentioned our library and told of his own library experiences as part of the show.
- Also, the Friends of the Library held a Zoom Book Talk with singing and folk star, Judy Collins - Judy not only chronicled her life (and loves) but also showed photos to the audience from her book (by holding them up to the screen). Best of all, she actually burst into song at various junctures of her talk. She ended up singing (without guitar) parts of a lot of her favorite tunes. It ended up being an intimate program with over 100 viewers attending.