

HOLDEN, MASSACHUSETTS

2018 ANNUAL TOWN REPORT



YEAR ENDING DECEMBER 31, 2018

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TOWN DEDICATION

DONNA M. CROSS



Donna grew up in Rutland Massachusetts, she went on to attend Wachusett High school, and graduated in 1971 from Becker Junior College in Worcester Massachusetts with an Associate's degree in Business and Law. She worked as a secretary at United States Steel on Ballard Street in Worcester as well as at Rutland Heights Hospital on Maple Ave in Rutland. Donna and her husband Jack moved to the Town of Holden in 1973 with their three children Jill, Jeffrey and Jodi.

In 1979 Donna came to work for the Town of Holden as a part time recording secretary for the Historical Commission with a starting salary of \$3.10 per hour, keeping this position until resigning in 1987. In 1985 Donna began working for the Wachusett Regional School District as a kindergarten aide until taking a position for the Town of Holden as a clerk in the Town Clerk's office in 1996. Donna then moved on to become an accounts clerk with the Holden Water and Sewer Department in 1998 through 2015. In 2015, Donna transferred to the Town Manager's office where she has been an invaluable asset. She announced at the end of 2018 that she would retire from town service on March 1, 2019.

Donna was also very active in volunteering as Chairperson for the Athletic Fund Committee at Mountview School in Holden, a CCD Teacher at St. Mary's Church in Jefferson, a substitute teacher for the secretary at the Rice School and an overall active member of parent groups for Holden schools.

Donna has served the Town of Holden as an employee who is exceptionally dedicated and reliable. She has always been proactive by solving emerging problems in. By working in various Town departments, Donna has been extremely multi-skilled, knowledgeable and always eager to take on additional responsibilities without being asked.

With her positive attitude, honest character, dependability and diligence, Donna has been among the most valued members of the Town of Holden. Her experience and history with the Town cannot be replaced and will leave a void when she moves on to retirement. This annual report is dedicated to Donna Cross in grateful appreciation of her forty years of service to Holden.

OUR LEGISLATORS

UNITED STATES SENATORS

The Honorable Elizabeth A. Warren (D)

317 Hart Senate Office Building (202) 224-4543
Washington, DC 20510

2400 JFK Federal Building (617) 565-3170
15 New Sudbury Street
Boston, MA 02203

The Honorable Edward J. Markey (D)

255 Dirksen Senate Office Building (202) 224-2742
Washington, DC 20510

975 JFK Federal Building (617) 565-8519
15 New Sudbury Street
Boston, MA 02201

REPRESENTATIVE IN CONGRESS – THIRD DISTRICT

The Honorable James P. McGovern (D)

438 Cannon House Office Building (202) 225-6101
Washington, DC 20515

12 East Worcester Street, Suite 1 (508) 831-7356
Worcester, MA 01604

STATE SENATOR – FIRST WORCESTER DISTRICT

The Honorable Harriette L. Chandler (D)

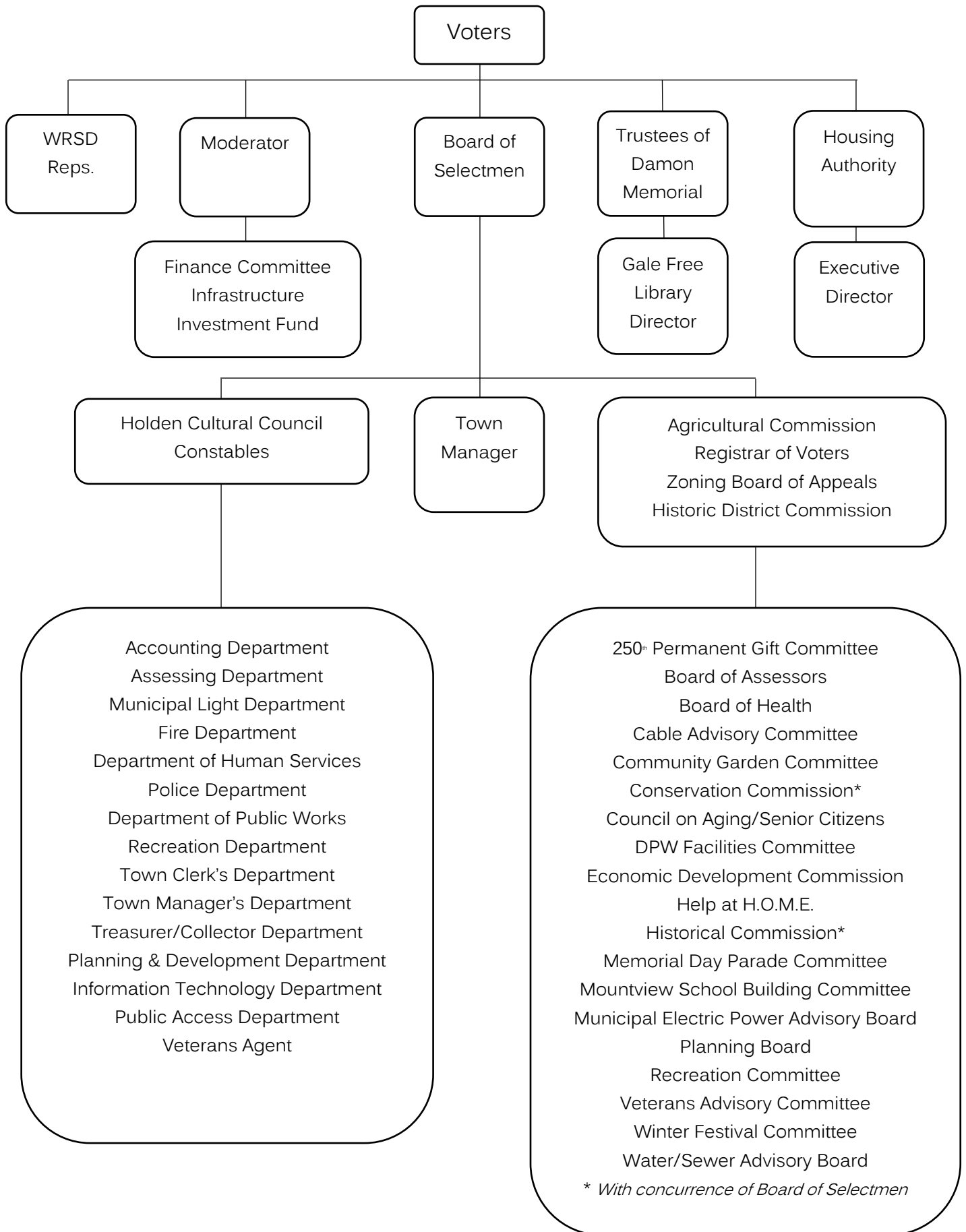
State House, 24 Beacon St., Room 333 (617) 722-1544
Boston, MA 02133
Harriette.Chandler@masenate.gov

STATE REPRESENTATIVE – FIRST WORCESTER DISTRICT

The Honorable Kimberly N. Ferguson (R)

State House, 24 Beacon St., Room 473B (617) 722-2263
Boston, MA 02133
Kimberly.Ferguson@mahouse.gov

TOWN OF HOLDEN ORGANIZATIONAL CHART



REPORT OF THE TOWN CLERK

TOWN CLERK'S OFFICE

Dale T. Hickey –Town Clerk (right)
Elizabeth A. Monahan – Assistant Town Clerk (center)
Suzanne M. Lucia – Senior Clerk (left)



WARDENS

Beth T. Clay
Nina A. Gibbons
Susan H. Stafford
Faith M. Keskula, Appointed 12/2018
Cynthia A. Patterson, Resigned 9/2018
Karen M. Tremblay, Appointed 9/2018

ELECTION OFFICERS

Kathleen G. Franco Anthony, Pauline A. Brodeur, Karen A. Cavan, Carol A. Coolidge, Mariana G. DePerrio, Leslie S. Debord, Faye M. Ellis, Susan E. Enman, Marta C. Ferreira, Barbara A. French, Constance J. Hamilton, Robert M. Jacobsen, Gayle C. Marshall, Ann A. Scalzulli, Valeda C. Schmucki, Marcia G. Sherbourne, June M. Sloan, Mary L. Sloan, Cynthia M. Stark, Kathleen E. Welsh, Karen L. Taylor.

ELECTION ALTERNATES

Carolyn L. Bourget, Betty J. Carlson, Joan P. Conrad, Andrea M. Cordwell, Ronna J. Cuker, Robert L. Davis, Diane Forester, Betty A. Hale, Roberta Hanlon, David J. Hillhouse, Renate L. Hillhouse, Cheryl A. Jenkins, Maureen A. Locke, James W. MacFarlane, Cynthia L. Mason, Sybil A. Mielnicki, Dianne Milewski, Jo-Anne M. O'Rourke, Robin R. Owens, Eileen C. Rafferty, Denise M. G. Ross, Susan A. Sedgwick, Asima Silva, Cynthia L. Smith, Eugene G. Sullivan, Claude S. Thompson, Albert S. VanDeMark, Lori B. Wagg, Thomas H. Wagg, Rodney A. White.

REPORT OF THE TOWN CLERK

BOARDS, COMMITTEES, COMMISSIONS

ELECTED OFFICIALS

MODERATOR

George A. Balko III	2019
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BOARD OF SELECTMEN, LIGHT AND WATER/SEWER COMMISSIONERS

Geraldine A. Herlihy, Chair	2019
Jeremy W. Kurtz, Vice Chair	2019
Tyler J. Gibbs, Clerk	2021
Robert P. Lavigne	2020
Anthony R. Renzoni	2018

TRUSTEES OF DAMON MEMORIAL

Richard S. Maurer	2018
Alan N. Degutis	2018
Nina Mazloff	2019
Virginia B. Powell-Brasier	2019
Stephanie J. Adams	2020
Stephanie T. Borg	2020

WACHUSETT REGIONAL SCHOOL DISTRICT COMMITTEE

(Holden's Representation on a 22-member Committee)

Amy M. Michalowski	2018
Asima Silva	2018
Adam C. Young	2018
Linda M. Long-Bellil	2018
Thomas P. Curran	2019
Christina M. Smith	2019
Kenneth V. Mills	2019
Michael J. Dennis	2020
Scott H. Brown	2020
Robin Van Liew (resigned May 2018)	2020

REPORT OF THE TOWN CLERK
BOARDS, COMMITTEES, COMMISSIONS
HOLDEN HOUSING AUTHORITY

Vacant (State Appointee)

Matthew R. Telancy	2018
Clare L. Zukowsk	2018
Martin E. Gibbons	2019
Karen O'Connor	2021

APPOINTED BY THE MODERATOR

FINANCE COMMITTEE

Karl K. Makela	2018
John R. Lambert	2018
Christopher Lucchesi	2018
Alan R. Berg	2019
Joseph J. Dolak	2019
David J. White, Sr. Chairperson	2019
Paul L. Challenger	2020
Marilynn L. Foley	2020
Donald Graves	2020

APPOINTED BY THE MODERATOR AND THE SELECTMEN

MONTACHUSETT REGIONAL VOCATIONAL TECHNICAL SCHOOL DISTRICT

(Holden's Representation on a 22-Member Committee)

James W. Cournoyer

APPOINTED BY THE SELECTMEN

TOWN MANAGER

Peter M. Lukes

AGRICULTURAL COMMISSION

Steven J. D'Aquila, Chairperson	2018
Eileen T. Charbonneau	2019
Maleah FT Gustafson	2019
James C. Dunn	2020
Christopher Hugo	2020
Thomas O'Shea	2021

REPORT OF THE TOWN CLERK

BOARDS, COMMITTEES, COMMISSIONS

CONSTABLES

Matthew J. Atanian	2019
Kimberly E. Lynch	2020
Daniel B. Gately	2020

EAGLE LAKE DAM COMMITTEE

Gerald Kersus, Chairperson	Dan Marinone
Stephen Isabelle, Vice Chairperson	Earl Nezuch
Mark Aucoin	Sarah Edmonstone
Brian Vitalis (First Alternate)	

HISTORIC DISTRICT COMMISSION

Lawrence T. Kowalczyk, Chairperson	2018
Joseph Clancy, Jr.	2019
Karen S. Clickner	2019
Susan M. Kowalczyk	2019
Lance G. Lazar	2019
Matthew Vajda	2019
Nicholas M. Langhart	2020

HOLDEN CULTURAL COUNCIL

Mary Copeland	2020
Jessica Milliken, Chairperson	2020
Nancy Rocheleau	2020
Vanessa Bumpus	2021
Maria Marrerro	2021
Ana Gregory	2021

BOARD OF REGISTRARS OF VOTERS

Azim S. Rawji	2018
Bonnie M. Prescott	2019
S. Jane Arntz	2020
Dale T. Hickey	

ZONING BOARD OF APPEALS

James A. Deignan	2018
Ronald E. Spakauskas, Chairperson	2018
Roy Fraser, III	2019
Silveo R. Annunziata	2020
Robert A. Butler	2020
Frederick J. Lonardo	2020

REPORT OF THE TOWN CLERK
BOARDS, COMMITTEES, COMMISSIONS

APPOINTED BY THE TOWN MANAGER

ASSISTANT TOWN MANAGER

Stephanie King

OPERATING DEPARTMENTS

ACCOUNTANT

Lori A. Rose

DEPUTY FIRE CHIEF/FIRE PREVENTION

Sean M. Smith

FIRE CHIEF/FOREST WARDEN

Russell A. Hall

DIRECTOR OF PLANNING AND DEVELOPMENT

Pamela A. Harding

David G. Lindberg, Building Commissioner

HOLDEN MUNICIPAL LIGHT DEPARTMENT/GENERAL MANAGER

James S. Robinson (Retired June 2018)

Jane D. Parenteau

POLICE CHIEF

David A. Armstrong

PUBLIC WORKS DIRECTOR

John R. Woodsmall

RECREATION DIRECTOR

Denise Morano

SEALER OF WEIGHTS AND MEASURES

Edward R. Seidler

TOWN CLERK

Dale T. Hickey

REPORT OF THE TOWN CLERK

BOARDS, COMMITTEES, COMMISSIONS

TOWN COUNSEL

Stephen F. Madaus
Dimitrios Moschos (Special – Labor Relations)

TREASURER/COLLECTOR

Sharon A. Lowder

VETERAN'S AGENT

Brad Sherblom

250TH ANNIVERSARY PERMANENT GIFT COMMITTEE

Marilynn L. Foley, Chair
Jane Becker

Roy Fraser, III
Emma Riffelmacher

BOARD OF ASSESSORS/FENCE VIEWERS

Rosemary Scully, Principal Assessor	2019
James R. Dillon, Assessor	2020
Robert W. Fitzgerald, Assessor (Resigned July 2018)	2020

BOARD OF HEALTH

Amy E. Kendrick (resigned July 2018)	2019
Michelle O'Rourke	2018
Stella Adu-Gyamfi	2019
Michael Mazloff	2020

CABLE ADVISORY COMMITTEE

Christopher C. Hugo	2018
Henry C. Ouellette	2019
Elizabeth Axelson	2019
Lawrence D. Popple, Chairperson	2020
Patricia A. Popple	2020
Louis D. Tilson	2020

COMMUNITY GARDEN COMMITTEE

Katherine R. Connor	2018
Jessica A. Cosenza	2018
Marcia Hastbacka, Chairperson	2018
Tanya S. Lewis	2018
Michael Trigiano	2020
Sarah Edmonstone	2021

REPORT OF THE TOWN CLERK

BOARDS, COMMITTEES, COMMISSIONS

CONSERVATION COMMISSION*

Anthony Costello	2018
Michael J. Krikonis (resigned April 2018)	2019
Cathy Doherty	2019
Luke L. Boucher	2020
Robert S. Lowell	2020
Michael J. Scott	2020
Kenneth Strom	2020
David Nyman	2020

*with BOS Approval

COUNCIL ON AGING/SENIOR CITIZENS COMMITTEE

Faye M. Ellis	2018
Wayne D. Howard	2018
Maureen A. Locke	2018
Richard S. Mansfield, Jr.	2018
Eric Johansen	2019
Susan H. Sullivan	2019
Rebecca A. Tornblom	2019

DEPARTMENT OF PUBLIC WORKS FACILITY COMMITTEE

John S. Cross, Jr.	Dawn E. Michanowicz
Scott Sundin	Mark Johnson
James Kempton, Jr.	Christopher Luccesi
Daniel Nason, Chairperson	Ryan Mouradian (Ex-Officio)
John Woodsmall (Ex-Officio)	

ECONOMIC DEVELOPMENT COMMISSION

Jeremy W. Kurtz	2019
Ralph J. Spokis	2019
Jennifer J. Stanovich	2019
Peter Lukes (Ex-Officio)	

HELP AT H.O.M.E.

Fay M. Ellis	2018
Marty Holman	2018
Susan E. Marsh	2018
James S. Robinson	2019
Joseph G. Sullivan	2019
Brian Bullock, Chairperson	2021

REPORT OF THE TOWN CLERK

BOARDS, COMMITTEES, COMMISSIONS

HISTORICAL COMMISSION*

Charles T. Skillings, Chairperson	2019
Steven Cook	2018
Ida J. Nystrom	2018

* with BOS Approval

MASTER PLAN UPDATE STEERING COMMITTEE

Robin Owens	Barbara Kohlstrom
Andrew Jensen	Scott Carlson
Scott Morrison	Joseph Dolak
Becky Tornblom	Anthony Renzoni
Jessica Miliken	Stephen Yerdon

MUNICIPAL ELECTIC POWER ADVISORY BOARD

Joseph G. Sullivan	2018
J. Gary Harrington	2019
Thomas V. Runstrom	2019
Scott R. Carlson	2020
Peter Elkas	2020
Steven Sendrowski	2020
John D. Shepherd	2020

PLANNING BOARD

Jeffrey M. Head	2018
Otto R. Lies	2018
Robert V. Ricker	2018
Tina Stratis	2018
Scott R. Carlson	2019
John M. Michalak	2020
William J. Ritter (Resigned January 2018)	2020

RECREATION COMMITTEE

Erin O. Bradbury	2018
Lisa M. Post (Chairperson)	2019
Melissa A. Staiti	2019
Robin H. Grady	2020
Robin Owens	2020

REPORT OF THE TOWN CLERK

BOARDS, COMMITTEES, COMMISSIONS

VETERAN'S ADVISORY BOARD

Anthony Renzoni	2018
Ronald Barrus, Sr.	2018
Gary Antinarella	2018
Gerald D. Dziejma, Jr.	2019
Silvio Annunziata	2019
Angelica Owanisian	2019
Kurt Owanisian	2020

REPORT OF THE TOWN CLERK

ANNUAL TOWN ELECTION – MAY 14, 2018

The election was called to order by the various Wardens in Precincts 1, 2, 3, 4, and 5 at 7:00 o'clock in the forenoon. The following were sworn in as Election Officers:

Precinct 1. Warden: Beth T. Clay. Others: Marta C. Ferreira, Faye M. Ellis, Marcia G. Sherbourne, Kathleen E. Welsh, and Jane Ellen LaCroix.

Precinct 2. Warden: Nina A. Gibbons. Others: Barbara A. French, Karen A. Cavan, Michele J. Moran and Robert L. Davis.

Precinct 3. Warden: Susan H. Stafford. Others: Constance J. Hamilton, Ann A. Scalzulli, Karen L. Taylor, Mary L. Sloan, June M. Sloan, and Cheryl A. Jenkins.

Precinct 4. Warden: Renate L. Hillhouse. Others: Gayle C. Marshall, Pauline A. Brodeur, Mariana G. DePerrio, Albert S. VanDeMark and David J. Hillhouse.

Precinct 5. Warden: Cynthia A. Patterson. Others: Kathleen G. Franco Anthony, Nancy R. Fournier, Dianne M. Milewski, Karen M. Tremblay, Cynthia M. Stark, and Susan E. Enman.

The ballot box was opened and found to be empty, and the tabulator tape was examined to insure there were no votes already listed.

REPORT OF THE TOWN CLERK

SUMMARY OF THE VOTE – MAY 14, 2018

OFFICES AND CANDIDATES	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
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MODERATOR - ONE FOR ONE YEAR

George A. Balko III	122	148	159	146	147	722
Timothy C. Ethier	109	163	144	134	134	684
Write-Ins	1	0	0	0	3	4
Blanks	8	29	7	10	8	62

SELECTMEN – TWO FOR THREE YEARS

Anthony M. Renzoni	125	154	173	171	171	794
Scott H. Brown	56	51	62	39	54	262
Tyler J. Gibbs	126	180	158	135	155	754
Kevin F. McDonough	96	187	134	139	109	665
Write In	4	2	2	4	5	17
Blanks	73	106	91	92	9	371

TRUSTEES OF DAMON MEMORIAL - TWO FOR THREE YEARS

Alan N. Degutis	175	213	210	195	192	985
Richard S. Maurer	179	217	218	195	189	998
Write In	3	0	1	0	4	8
Blanks	123	250	191	190	199	953

WACHUSETT REGIONAL SCHOOL DISTRICT COMMITTEE - THREE FOR THREE YEARS

Linda M. Long-Bellil	155	213	212	190	187	957
Asima Silva	142	195	188	170	158	853
Adam C. Young	138	191	177	176	170	852
Write In – Laura M. Kirshenbaum	12	23	18	21	21	95
Write In	1	5	3	3	6	18
Blanks	272	393	332	310	334	1641

WACHUSETT REGIONAL SCHOOL DISTRICT COMMITTEE – ONE FOR TWO YEARS

Jane P. Callahan	48	90	62	55	31	286
Amy M. Michalowski	143	182	184	188	215	912
Write In	6	8	1	5	4	24
Blanks	43	60	63	42	42	250

REPORT OF THE TOWN CLERK

SUMMARY OF THE VOTE – MAY 14, 2018

OFFICES AND CANDIDATES	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
HOLDEN HOUSING AUTHORITY - ONE FOR FIVE YEARS						
Clare L. Zukowski	188	232	229	213	208	1070
Write In	0	1	1	0	3	5
Blanks	52	107	80	77	81	397
TOTAL REGISTERED VOTERS	2715	2699	2436	2955	2812	13617
TOTAL BALLOTS CAST	240	340	310	290	292	1472
VOTER PARTICIPATION	9%	13%	13%	10%	10%	11%

The polls were closed at 8:00 p.m. The tabulating concluded at 10:00 p.m., and the results of the election were announced.

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

PROCEEDINGS

The meeting was called to order and declared open by the Moderator, George A. Balko III, at 7:08 p.m. at Wachusett Regional High School. The salute to the flag followed. There were 201 registered voters present. Nineteen persons without voting privileges were present. The Moderator waived the reading of the warrant.

ARTICLE 1. To choose a Moderator for said meeting. No action being necessary, the Article was **passed over**.

ARTICLE 2. This Article having been acted upon previously, **no action was necessary** (election of officers). The Moderator announced the newly elected officers.

ARTICLE 3. **No action was necessary under this Article.** Moderator Balko noted that the Annual Town Report contained the reports of Town Officers, Boards, Commissions, and Committees. The 2017 Annual Town Report was dedicated to Brian R. Forts, Esq. A long time community volunteer.

ARTICLE 4. On motion made by John Lambert it was **voted by a majority** that the Town, in accordance with Section 108 of Chapter 41 of the General Laws as amended, vote to fix the salaries and compensation of elective Town officers for the ensuing year as follows:

Moderator	\$100.00
Selectman – Chairman	\$1,150.00
2 nd Member	\$1000.00
3 rd Member	\$1000.00
4 th Member	\$1000.00
5 th Member	\$1000.00
Trustees of Damon Memorial - 6 Members	None
Wachusett Regional School District Committee – 10 Members	None

ARTICLE 5. On motion made by John Lambert it was unanimously voted that the Town take no action on this article.

David White and Christopher Lucchesi each spoke briefly concerning the status of the budget.

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

ARTICLE 6.

#1 – On motion made by Christopher Lucchesi it was **voted unanimously** that the Town appropriate, to pay Town debts and charges for the ensuing year, the sum of \$6,240,364 for the proposed budget for GENERAL GOVERNMENT, item 1, substantially as shown on page 4 of the

“TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET” under the heading “FY 2019 RECOMMENDED” and to raise said sum by transferring \$49,000 from the Water/Sewer Enterprise fund receipts for indirect costs, by transferring \$12,400 from the Solid Waste Enterprise fund receipts for indirect costs, by transferring \$50,000 from Overlay Surplus and by raising and appropriating \$6,128,964 to cover the balance; and to further authorize the Town Manager to transfer from the Town Manager Salary & Wages account various sums to the Salary & Wages accounts of other Town Departments, as the Town Manager may deem advisable to effect adjustments of salaries and wages in the ensuing fiscal year.

#2 – On motion made by Christopher Lucchesi it was **unanimously voted** that the Town appropriate, to pay Town debts and charges for the ensuing year, the sum of \$5,618,642 for the proposed budget for GENERAL GOVERNMENT DEBT, item 2, substantially as shown on page 5 of the “TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET” under the heading “FY 2019 RECOMMENDED” and to raise said sum by transferring \$1,541 from the reserved bond premium in the hands of the Treasurer, and by raising and appropriating \$5,617,101 to cover the balance.

#3 – On motion made by Christopher Lucchesi it was **unanimously voted** that the Town raise and appropriate, to pay Town debts and charges for the ensuing year, the sum of \$5,472,541 for the proposed budget for PUBLIC SAFETY, item 3, substantially as shown on page 5 of the “TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET” under the heading

“FY 2019 RECOMMENDED” and to raise said sum by transferring \$25,000 from the Wachusett Fund, and by raising and appropriating \$5,447,541 to cover the balance.

#4 – On motion made by Donald Graves it was unanimously **voted** that the Town appropriate, to pay Town debts and charges for the ensuing year, the sum of \$2,890,526 for the proposed budget for PUBLIC WORKS, item 4, substantially as shown on page 6 of the “TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET” under the heading “FY 2019 RECOMMENDED” and to raise said sum by transferring \$33,400 from the Water/Sewer Enterprise fund receipts for indirect costs, transferring \$5,000 from the Perpetual Care Trust Fund, and by raising and appropriating \$2,852,126 to cover the balance.

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

#5 – On motion made by Donald Graves it was **unanimously voted** that the Town appropriate, to pay direct debts and charges for the ensuing year, the sum of \$7,895,590 and to transfer the sum of \$82,400 to the general fund to cover indirect costs for the ensuing year for a total appropriation of \$7,977,990 for the proposed budget for the WATER/SEWER ENTERPRISE FUND, item 5, substantially as shown on page 6 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET" under the heading "FY 2019 RECOMMENDED" and to meet said appropriation by transferring \$1,310,000 from Water/Sewer free cash in the hands of the Treasurer and raising the sum of \$6,667,990 through fees and charges.

#6 – On motion made by Marilyn Foley it was **unanimously voted** that the Town raise and appropriate, to pay Town debts and charges for the ensuing year, the sum of \$360,167 for the proposed budget for HUMAN SERVICES, item 6, substantially as shown on page 6 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET" under the heading "FY 2019 RECOMMENDED."

#7 – On motion made by David White it was **unanimously voted** that the Town raise and appropriate, to pay Town debts and charges for the ensuing year, the sum of \$835,988 for VOCATIONAL EDUCATION which is a part of the Proposed Education Budget, item 7, as printed on page 7 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET" under the heading "FY 2019 RECOMMENDED."

#8 – On motion made by Marilyn Foley it was **unanimously voted** that the Town raise and appropriate, to pay Town debts and charges for the ensuing year, the sum of \$889,951 for the proposed budget for CULTURE, item 8, substantially as shown on page 7 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2019 BUDGET" under the heading "FY 2019 RECOMMENDED."

#9 – On motion made by Joseph Dolak it was **unanimously voted** that the Town appropriate, to pay direct debts and charges for the ensuing year, the sum of \$1,287,387 and to transfer the sum of \$12,400 to the general fund to cover indirect costs for the ensuing year for a total appropriation of \$1,299,787, for the proposed budget for the SOLID WASTE ENTERPRISE FUND, item 9, substantially as shown on page 7 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2018 BUDGET" under the heading "FY 2018 RECOMMENDED" and to meet said appropriation by transferring \$36,000 from Solid Waste free cash in the hands of the Treasurer and raising \$1,263,787 through fees and charges.

ARTICLE 7. On motion made by Alan Berg it was **unanimously voted** that the Town raise and appropriate the sum of \$21,299,355 for the Town's share of the costs and expenses of the Wachusett Regional School District for the ensuing fiscal year, such sum to include the Town's so-

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

called required Local Minimum Contribution, debt service and transportation, such amount to be paid to the Wachusett Regional School District.

ARTICLE 8. On motion made by Alan Berg it was **unanimously voted** that the Town raise and appropriate the sum of \$6,787,692 for the Town's share of the costs and expenses of the Wachusett Regional School District for the ensuing fiscal year to supplement the appropriation made under Article 7 of the warrant for this Town Meeting, it being understood that by appropriating \$6,787,692 under this Article 8 and \$21,299,355 under Article 7 of the warrant for this Town Meeting, for a total appropriation by the Town to the Wachusett Regional School District of \$28,087,047, the Town thereby approves a budget of \$94,209,452 for the fiscal year 2019 for the Wachusett Regional School District.

ARTICLE 9. On motion made by Donald Graves it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of \$100,000 to be added to the Department of Public Works Depreciation Fund, created by Chapter 328 of the Acts of 2000.

ARTICLE 10. On motion made by Donald Graves it was **unanimously voted** that the Town accept and authorize the expenditure of all monies to be received from the Commonwealth of Massachusetts under Chapter 90 of the General Laws for highway purposes, or any other legislation as may be adopted by the General Court relating to public works.

ARTICLE 11. On motion made by John Lambert it was **unanimously voted** that the Town transfer and appropriate the sum of \$125,953.80 by transferring \$100,000 from available funds in the hands of the Treasurer, and to return the sum of \$976.83 from unexpended funds from Warrant Article 12 of the May 21, 2012 Annual Town Meeting for the purchase of a fire utility vehicle, and the sum of \$24,976.97 from unexpended funds from Warrant Article 11 of the May 19, 2015 Annual Town Meeting for the tower refurbishment, to be added into the Fire Department Vehicle, Apparatus and Capital Equipment Stabilization Fund, established pursuant to General Laws Chapter 40, Section 5B.

ARTICLE 12. On motion made by John Lambert it was **unanimously voted** that the Town transfer and appropriate from the Infrastructure Investment Fund the sum of \$562.25 for purposes of the 18 Industrial Drive Redevelopment project, as previously authorized by Article 1 of the November 27, 2017 Special Town Meeting.

**2/3rds VOTE
REQUIRED**

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

ARTICLE 13. On motion made by Joseph Dolak it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of \$500,000 to be added to the General Stabilization Fund, established pursuant to General Laws Chapter 40, Section 5B.

ARTICLE 14. On motion made by John Lambert it was **unanimously voted** that the Town appropriate the sum of \$449,693 to be deposited into the Town's Other Post Employment Benefits Liability Trust Fund, established under Article 30 of the May 18, 2009 Annual Town Meeting pursuant to the provisions of Chapter 32B, Section 20 of the General Laws, and to raise said sum by transferring \$404,693 from available funds in the hands of the Treasurer, and by appropriating and transferring \$45,000 from the Water/Sewer Enterprise Fund Free Cash in the hands of the Treasurer.

ARTICLE 15. On motion made by John Lambert it was unanimously voted that the Town appropriate the sum of \$3,200,540 for the purpose of acquiring capital items substantially as shown on page 23 of the "TOWN MEETING HANDBOOK FY 2019 CAPITAL BUDGET," and to raise said sum by transferring \$850,771 from available funds in the hands of the Treasurer, and by borrowing the sum of \$2,100,000 under G.L. Chapter 44, Section 8, or any other enabling authority, which borrowing relates to the Water-Sewer

Enterprise Fund for Water Main Replacement, Town Wide Meter Replacement, and SCADA Planning, Design and Implementation and to that end that the Treasurer, with the approval of the Selectmen, be authorized to issue bonds and notes therefore totaling \$2,100,000 and in accordance with Chapter 44 Section 20 of the General Laws, the premium received by the Town upon the sale of any Bonds or notes thereunder, less any such premium applied to the payment of the costs of issuances of such bonds or notes, may be applied to pay project costs, and the amount authorized to be borrowed for each project be reduced by the amount of any such premium so applied.

2/3rds VOTE REQUIRED

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

ARTICLE 16. On motion made by Joseph Dolak it was **unanimously voted** that the Town rescind the unissued balance of the following borrowing authorization, which is no longer needed to accomplish the purposes for which it was approved, be and hereby are rescinded and of no further force or effect:

Amount to be Rescinded	Date of Approval/Warrant Article	Purpose
\$45,000	5/19/14 / #14	FY15 Capital-Loader with wing plow

ARTICLE 17. On motion made by Marilyn Foley it was **unanimously voted** that the Town amend Article II, Section 5 of the Town's General by-laws entitled "Department Revolving Funds" by adding a revolving fund for the Recreation Department in Subsection 5.05, the "Table of Authorized Revolving Funds," to read as printed in the Warrant, and to set the fiscal year 2019 spending limit for the Recreation Department Revolving fund at \$489,690.

ARTICLE 18. On motion made by Karl Makela it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of \$100,000 to be added into the Open Space Preservation Stabilization Fund, established pursuant to General Laws Chapter 40, Section 5B.

ARTICLE 19. On motion made by Karl Makela it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of \$18,000 to be added into the Regional Dispatch Stabilization Fund, established pursuant to General Laws Chapter 40, Section 5B.

ARTICLE 20. On motion made by Joseph Dolak it was **unanimously voted** that the Town set the fiscal year 2019 appropriation for the PEG Access and Cable Related Fund established in accordance with General Laws, Chapter 44, Section 53F-3/4 at \$403,018.

ARTICLE 21. On motion made by Joseph Dolak it was **unanimously voted** to set the fiscal year 2019 spending limit for the Inspection Revolving Fund established in Article II, Section 5 of the Town of Holden's general by-laws at \$262,176.

ARTICLE 22. On motion made by Marilyn Foley it was **unanimously voted** that no action be taken under this Article.

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

ARTICLE 23. On motion made by Karl Makela it was **unanimously voted** that Town supplement each prior vote of the Town that authorized the borrowing of money to pay costs of capital projects to provide that, in accordance with Chapter 44 Section 20 of the General Laws, the premium received by the Town upon the sale of any Bonds or notes thereunder, less any such premium applied to the payment of the costs of issuance of each such bonds or notes, may be applied to pay project costs, and the amount authorized to be borrowed for each project shall be reduced by the amount of any such premium so applied.

ARTICLE 24. On motion made by Alan Berg it was **unanimously voted** that the Town appropriate \$196,065.33 of the bond sale premium paid to the Town upon the sale of its \$5,860,000 General Obligation Municipal Purpose Loan of 2017 Bonds, to pay additional costs of the Lincoln Avenue sewer force main project, as permitted by M.G.L. c. 44, §20.

ARTICLE 25. On motion made by Karl Makela it was **unanimously voted** that the Town transfer from Water/Sewer free cash in the hands of the Treasurer and appropriate the sum of \$33,935 to pay additional costs of the Lincoln Avenue sewer force main project.

ARTICLE 26. On motion made by David White it was **unanimously voted** that the Town raise and appropriate the sum of \$22,470 for expenditure by the Wachusett Regional School District for purposes of completing parking lot repairs at the Wachusett Regional School District Early Childhood Center and District Office.

ARTICLE 27. On motion by David White it was **unanimously voted** that the Town take no action under Article 27.

ARTICLE 28. On motion made by David White it was **unanimously voted** that the Town take no action under Article 28.

ARTICLE 29. On motion made by Geraldine Herlihy it was **unanimously voted** that the Town permit the use of the Town Hall for the next year at less than the fair rental value to: John E. Harkins Post #42 American Legion, Boy and Girl Scout Troops of Holden, the Veterans of Foreign Wars, Women's Auxiliary of the John E. Harkins Post #42, Women's Auxiliary of the Veterans of Foreign Wars, the Holden Baseball Program, Inc., League of Women Voters, 4-H Club, Rainbow Girls, the Grange, the White Oak Land Conservation Society, Inc., Holden Citizens for Responsible Energy, Holden Republican Town Committee, Holden Democratic Town Committee, Holden Associated Taxpayers and Holden for Children.

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

ARTICLE 30. On motion made by Jeremy Kurtz it was **unanimously voted** that the Town authorize the sum of \$150,106 of the excess of the income of the Municipal Light Department for the calendar

years 2018 and 2019 over and above the total expense of the plant as defined in the General Laws, as income to be used by the Assessors in establishing the tax rate for the fiscal year commencing July 1, 2018.

ARTICLE 31. On motion made by Anthony Renzoni it was **unanimously voted** that the Town vote that the income from the sale of electricity to private consumers, of electricity supplied to municipal buildings, and for municipal power, and of sales of appliances and from jobbing during the calendar year commencing January 1, 2018, be appropriated for the Municipal Light Department, the whole to be expended for the expense of the department for said calendar year, and that if the income exceeds the expense of the department for said calendar year, such part thereof as the Town may vote shall be retained by the Town Treasurer in accordance with applicable law and any further excess shall be transferred to the Depreciation Fund, the Construction Fund, and the Rate Stabilization Fund of said Municipal Light Plant as may be hereafter authorized by the Board of Light Commissioners as outlined in General Laws, Chapter 164, Section 57.

ARTICLE 32. On motion made by Tyler Gibbs it was **unanimously voted** that the Town accept as a public way,

Snowberry Lane, from Station 0+00 to Station 8+78.74 for a distance of approximately 878.74 feet along the centerline; and

Shady Lane, from Station 0+25.00 to Station 10+52.50 for a distance of approximately 1027.5 feet along the centerline; both roadways being shown on a plan of land entitled, "Taking and Layout Plan; Shady Lane and Snowberry Lane" prepared by Finlay Engineering Services, dated November 2017, and on file in the Office of the Town Clerk, said street having been laid out by the Selectmen and approved by the Planning Board, and to authorize the Board of Selectmen to acquire by gift, purchase or taking by eminent domain easements for public street purposes in said ways and any other interests in real property necessary to complete the acceptance of Snowberry Lane and Shady Lane as public ways.

ARTICLE 33. On motion made by Tyler Gibbs it was **unanimously voted** that the Town approve Article 33 as written in the Warrant.

**2/3rds VOTE
REQUIRED**

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

The language of Article 33 reads as follows: To see if the Town will vote to authorize the Board of

Selectmen to convey easements to the Wachusett Woods Trust for purposes of ensuring that Wachusett Woods Trust has all rights necessary to fulfill its duties and obligations, including operating and maintaining the storm water management system within said subdivision, as set forth in the Declaration of Trust recorded at the Worcester District Registry of Deeds in Book 42281, Page 311, or act or do anything relative thereto.

ARTICLE 34. On motion by John Michalak it was **passed by a standing vote of 109 Yes and 50 No** that the Town amend the Town's Zoning Bylaw, Chapter 7.1, and amend the Town's General Bylaws, all as shown in the document entitled "Draft Zoning and General Bylaw Amendments to Prohibit Recreational Marijuana Establishments", dated May 4, 2018, thereby prohibiting recreational marijuana establishments in the Town of Holden.

**2/3rds VOTE
REQUIRED**

ARTICLE 35. On motion by John Michalak it was **voted by majority** that the Town take no action on this article.

**2/3rds VOTE
REQUIRED**

ARTICLE 36. On motion made by John Michalak it was **unanimously voted** that the Town amend the Town's Zoning Bylaw, Chapter 7.1, Section VI, entitled "Area, Height and Bulk Regulations" by amending Table 2, "Area Regulations" and to replace a footnote therein, all as shown in the document entitled "Zoning Bylaw Amendments to Establish Setbacks for Sheds", dated May 4, 2018.

2/3rds VOTE REQUIRED

ARTICLE 37. On motion made by John Michalak it was **unanimously voted** that the Town amend the Town's Zoning Bylaw, Chapter 7.1, Section XI, entitled "Administration and Enforcement", by amending paragraph J.3 (h), as described in the document entitled "Zoning Bylaw Amendments to Accessory Apartment Bylaw", dated May 4, 2018.

**2/3rds VOTE
REQUIRED**

ARTICLE 38. On motion made by Geraldine Herlihy it was unanimously voted that the Town approve Article 38 as written in the Warrant.

The language of Article 38 reads as follows:

REPORT OF THE TOWN CLERK

ADJOURNED ANNUAL TOWN MEETING - MAY 21, 2018

To see if the Town will vote to authorize the Board of Selectmen to petition the state legislature for a Special Act to repeal the legislation which authorized the Town to establish and maintain a special fund known as the Infrastructure Investment Fund, the proposed Special Act to read as follows, provided, however, that the Legislature may make clerical or editorial changes of form only to the bill, unless the Board of Selectmen approves amendments thereto before enactment by the Legislature, which amendments shall be within the public purposes of said petition, or act or do anything relative thereto.

AN ACT ABOLISHING THE INRASTRUCTURE INVESTMENT FUND IN THE TOWN OF HOLDEN

Be it enacted, etc., as follows:

SECTION 1. The town of Holden is hereby authorized to transfer the funds remaining within the Infrastructure Investment Fund, established by chapter 365 of the acts of 1993, as amended by chapter 431 of the acts of 1996, to the general fund in the treasury of said town.

SECTION 2. Chapter 365 of the acts of 1993 and chapter 431 of the acts of 1996 are hereby repealed.

SECTION 3. This act shall take effect upon its passage.

ARTICLE 39. On motion made by the Petitioner, Timothy Ethier, it was unanimously voted that the Town take no action on this article.

ARTICLE 40. On motion made by the Petitioner, Timothy Ethier, it was unanimously voted that the Town take no action on this article.

Voted to adjourn the meeting at 9:07 p.m.



REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

GENERAL GOVERNMENT		
1,555,373	Salary & Wages	1,664,199
4,244,331	Expense	4,576,165
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#1 5,799,704	Total General Government	6,240,364

Moderator		
100	Salary & Wages	100
65	Expense	65
<hr/>		
165		165

Finance Committee		
0	Salary & Wages	0
1,786	Expense	1,786
150,000	Reserve Fund	150,000
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151,786		151,786

Selectmen		
7,250	Salary & Wages	7,250
22,800	Expense	23,800
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30,050		31,050

Town Manager & Personnel		
399,732	Salary & Wages	455,359
173,336	Expense	239,300
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573,068		694,659

Information Technology		
236,694	Salary & Wages	247,813
150,420	Expense	150,320
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387,114		398,133

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

Accounting		
168,650	Salary & Wages	170,537
26,350	Expense	26,350
195,000		196,887

Treasury		
229,142	Salary & Wages	221,837
61,858	Expense	68,400
291,000		290,237

Assessors		
183,731	Salary & Wages	183,154
30,600	Expense	30,700
214,331		213,854

Legal		
180,000	Expense	180,000
180,000		180,000

Town Clerk		
168,160	Salary & Wages	196,674
33,041	Expense	36,091
201,201		232,765

Planning & Development		
157,914	Salary & Wages	172,475
138,920	Expense	124,900
296,834		297,375

Sealer		
4,000	Salary & Wages	4,000
1,175	Expense	2,200
5,175		6,200

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

	Insurance	
1,896,200	Expense	2,011,200
1,896,200		2,011,200

	Retirement	
1,377,780	Expense	1,531,053
1,377,780		1,531,053

	DEBT SERVICE	
5,863,818	Expense	5,618,642
#2	5,863,818	Total Debt Service
		5,618,642

	PUBLIC SAFETY	
4,444,351	Salary & Wages	4,731,891
740,624	Expense	740,650
#3	5,184,974	Total Public Safety
		5,472,541

	Police	
2,091,541	Salary & Wages	2,085,632
204,000	Expense	207,000
2,295,541		2,292,632

	Animal Control	
61,227	Salary & Wages	62,387
8,998	Expense	8,600
70,225		70,987

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

Fire & Emergency Medical Services (EMS)		
1,880,228	Salary & Wages	1,937,670
278,950	Expense	284,150
2,159,178		2,221,820

Public Safety Facility		
210,500	Expense	195,500

Regional Dispatch		
535,267	Salary & Wages	572,569
32,400	Expense	32,400
567,667		604,969

Emergency Management		
73,064	Salary & Wages	76,633
13,320	Expense	10,000
86,384		83,633

PUBLIC WORKS		
1,489,946	Salary & Wages	1,496,351
1,018,725	Expense	894,175
500,000	Snow Removal	500,000
#4 3,008,671	Total Public Works	2,890,526

Administration		
189,670	Salary & Wages	196,412
12,300	Expense	11,700
201,970		208,112

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

Engineering		
157,613	Salary & Wages	164,909
180,175	Expense	135,475
337,788		300,384

Highway		
518,125	Salary & Wages	517,276
373,800	Expense	334,800
500,000	Snow Removal	500,000
1,397,925		1,352,076

Mechanics		
188,942	Salary & Wages	190,856
18,450	Expense	17,650
207,392		208,506

Building and Grounds		
435,596	Salary & Wages	426,898
340,700	Expense	346,750
776,296		773,648

Garage		
93,300	Expense	47,800
93,300		47,800

WATER/SEWER		
628,354	Salary & Wages	647,925
6,165,683	Expense	6,532,665
80,000	Indirect Costs	82,400
450,000	Emergency Reserve	465,000
595,000	Capital Outlay	250,000
#5 7,919,037	TOTAL WATER/SEWER	7,977,990

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

HUMAN SERVICES		
258,589	Salary & Wages	270,217
87,900	Expense	89,950
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#6 346,489	Total Human Services	360,167

Veterans		
15,000	Salary & Wages	18,852
500	Expenses	600
59,000	Aid & Assistance	60,000
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74,500		79,452

Senior Citizens		
243,589	Salary & Wages	251,365
28,400	Expenses	29,350
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271,898		280,715

EDUCATION		
Amended Budget		
17,626,751	WRSD Required	18,233,370
5,986,307	WRSD Voluntary	6,787,692
39,878	Debt - Oil Remediation	39,726
1,003,727	Debt – School Construction	1,022,241
1,839,318	Transportation	2,004,018
799,232	Vocational	835,988
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#7 27,295,213	Total Education	28,923,035

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

CULTURE		
611,126	Salary & Wages	623,519
262,657	Expense	266,432
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#8 873,783	Total Culture	889,951

Library		
611,126	Salary & Wages	623,519
255,957	Expense	259,732
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867,083		883,251

Historical Commission		
0	Salary & Wages	0
6,700	Expense	6,700
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6,700		6,700

48,577,173	TOTAL BUDGET	50,395,226
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SOLID WASTE		
50,296	Salary & Wages	50,847
1,214,094	Expense	1,236,540
12,000	Indirect Costs	12,400
0	Capital Outlay	0
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#9 1,276,390	Total Solid Waste	1,299,787

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

REVOLVING FUNDS

RECREATION		
234,326	Salary & Wages	241,448
76,670	Expense	79,077
35,100	Indirect Costs	36,165
45,000	Capital Outlay	133,000
391,096	Total Expenses	489,690
100,000	Transfer to General Fund	0
491,096	TOTAL RECREATION	489,690

AFTER SCHOOL PROGRAM		
214,166	Salary & Wages	216,909
109,741	Expenses	135,744
323,907	TOTAL AFTER SCHOOL PROGRAM	352,653

CABLE		
114,294	Salary & Wages	100,030
100,638	Expense	100,338
2,400	Indirect Costs	2,600
215,000	Capital Outlay	200,00
432,332	TOTAL CABLE	403,018

REPORT OF THE TOWN CLERK

RECOMMENDATIONS CONCERNING FY19 BUDGET

FY2018	FY2019
Voted Budget	Recommended Budget

INSPECTIONS		
159,018	Salary & Wages	157,031
87,240	Expense	93,745
9,000	Indirect Costs	11,400
255,258	TOTAL INSPECTION	262,176

REPORT OF THE TOWN CLERK

FY2019 CAPITAL PROGRAM

DEPARTMENT	PROGRAM	CASH	BOND	OTHER	TOTAL
FIRE – EMS	Equipment	\$28,500			\$28,500
POLICE	Vehicles	\$90,000			\$90,000
PS FACILITY	Maintenance	\$90,000			\$90,000
DPW	Infrastructure Improvement	\$165,000			\$180,000
	Vehicles	\$301,000			\$295,000
	Local Roads	\$325,000			\$325,000
	Chapter 90 State Aid			\$615,739	\$615,739
DPW WATER/SEWER	Infrastructure Improvements		\$2,100,00	\$165,000	\$2,265,000
	Study			\$75,000	\$75,000
	Vehicles			\$10,000	\$10,000
RECREATION	Trout Brook Pavilion			\$65,000	\$65,000
	Pool Repairs			\$15,000	\$15,000
	Davis Hill Soccer Field			\$35,000	\$35,000
	Tennis Backboard			\$8,000	\$8,000
SENIOR CENTER	Roof Repair	\$50,000			\$50,000
TOWN CLERK	Pool Pads	\$11,040			\$11,040
ASSESSOR	Vision Software Upgrade	\$25,000			\$25,000
TOWN MANAGER/IT	IT Equipment	\$15,000			\$15,000
CATV	Memorial Hall Lighting			\$4,000	\$4,000
	Studio Upgrades			99,170	\$99,170
GRAND TOTAL		\$1,100,540	\$2,100,000	\$1,091,909	\$4,292,449

REPORT OF THE TOWN CLERK

STATE PRIMARY – SEPTEMBER 4, 2018

The election was called to order by the various Wardens in Precincts 1, 2, 3, 4, and 5 at 7:00 o'clock in the forenoon. The following were sworn in as Election Officers.

Precinct 1. Warden: Beth T. Clay. Others: Marta C. Ferreira, Faye M. Ellis, Kathleen E. Welsh, Marcia G. Sherbourne, and Jane Ellen Lacroix.

Precinct 2. Warden: Nina A. Gibbons. Others: Barbara A. French, Martha I. Trepanier, Denise M.G. Ross, Carol A. Coolidge and Betty J. Carlson.

Precinct 3. Warden: Susan H. Stafford. Others: Constance J. Hamilton, Ann A. Scalzulli, Karen L. Taylor, Cheryl A. Jenkins, June M. Sloan and Mary L. Sloan.

Precinct 4. Warden: Renate L. Hillhouse. Others: Janet A. Monroy, Pauline A. Brodeur, Albert S. VanDeMark, Mariana G. DePerrio and David J. Hillhouse.

Precinct 5. Warden: Cynthia A. Patterson. Others: Kathleen G. Franco Anthony, Karen M. Tremblay, Susan A. Sedgwick, Cynthia M. Stark, Dianne M. Milewski, and Nancy R. Fournier.

The ballot box was opened and found to be empty, and the tabulator tape was examined to insure there were no votes already listed.



Voting at the State Primary on September 4, 2018

REPORT OF THE TOWN CLERK

STATE PRIMARY – SUMMARY OF THE VOTE

DEMOCRATIC PARTY	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
SENATOR IN CONGRESS						
Elizabeth A. Warren	203	254	215	242	257	1171
Write-Ins	2	3	1	1	6	13
Blanks	25	32	33	41	34	165
GOVERNOR						
Jay M. Gonzalez	116	139	125	143	153	676
Bob Massie	71	87	69	74	65	366
Write-Ins	1	5	8	3	12	29
Blanks	42	58	47	64	67	278
LIEUTENANT GOVERNOR						
Quentin Palfrey	97	127	112	145	139	620
Jimmy Tingle	80	108	90	67	85	430
Write-Ins	0	2	3	1	5	11
Blanks	53	52	44	71	68	288
ATTORNEY GENERAL						
Maura Healey	207	259	224	253	265	1208
Write-Ins	1	1	0	1	4	7
Blanks	22	29	25	30	28	134
SECRETARY OF STATE						
William Francis Galvin	152	193	186	190	195	916
Josh Zakim	67	84	57	79	87	374
Write-Ins	0	0	0	0	0	0
Blanks	11	12	6	15	15	59
TREASURER						
Deborah B. Goldberg	193	230	208	233	225	1089
Write-Ins	1	0	0	0	1	2
Blanks	36	59	41	51	71	258
AUDITOR						
Suzanne M. Bump	186	229	199	234	231	1079
Write-Ins	1	0	0	0	0	1
Blanks	43	60	50	50	66	269

REPORT OF THE TOWN CLERK

STATE PRIMARY – SUMMARY OF THE VOTE

DEMOCRATIC PARTY	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
REPRESENTATIVE IN CONGRESS						
James P. McGovern	209	265	221	255	275	1225
Write-Ins	1	2	0	0	1	4
Blanks	20	22	28	29	21	120
COUNCILLOR						
Paul M. DePalo	184	221	189	210	212	1016
Write-Ins	1	0	0	0	1	2
Blanks	45	68	60	74	84	331
SENATOR IN GENERAL COURT						
Harriette L. Chandler	206	258	216	254	264	1198
Write-Ins	0	0	0	0	2	2
Blanks	24	31	33	30	31	149
REPRESENTATIVE IN GENERAL COURT						
Write-Ins	2	38	2	1	12	55
Blanks	228	251	247	283	285	1294
DISTRICT ATTORNEY						
Joseph D. Early, Jr.	197	243	219	242	252	1153
Write-Ins	1	1	0	1	2	5
Blanks	32	45	30	41	43	191
CLERK OF COURTS						
Dennis P. McManus	190	231	205	231	227	1084
Write-Ins	1	0	0	0	1	2
Blanks	39	58	44	53	69	263
REGISTER OF DEEDS						
Kathryn A. Toomey	200	250	211	238	247	1146
Write-Ins	0	0	0	0	1	1
Blanks	30	39	38	46	49	202

REPORT OF THE TOWN CLERK

STATE PRIMARY – SUMMARY OF THE VOTE

REPUBLICAN PARTY	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
SENATOR IN CONGRESS						
Geoff Diehl	91	108	84	97	116	496
John Kingston	77	71	66	84	63	361
Beth Joyce Lindstrom	66	60	62	65	60	313
Write-Ins	0	0	0	0	2	2
Blanks	24	17	17	16	11	85
GOVERNOR						
Charles D. Baker	178	192	179	212	186	947
Scott D. Lively	77	57	47	45	61	287
Write-Ins	0	0	0	0	1	1
Blanks	3	7	3	5	4	22
LIEUTENANT GOVERNOR						
Karyn E. Polito	220	216	199	220	209	1064
Write-Ins	0	1	1	3	1	6
Blanks	38	39	29	39	42	187
ATTORNEY GENERAL						
James R. McMahon, III	114	122	117	131	139	623
Daniel L. Shores	67	68	53	62	62	312
Write-Ins	0	0	0	1	0	1
Blanks	77	66	59	68	51	321
SECRETARY OF STATE						
Anthony M. Amore	164	172	161	177	188	862
Write-Ins	0	0	0	1	0	1
Blanks	94	84	68	84	64	394
TREASURER						
Keiko M. Orrall	162	168	156	175	173	834
Write-Ins	0	1	0	0	0	1
Blanks	96	87	73	87	79	422

REPORT OF THE TOWN CLERK

STATE PRIMARY – SUMMARY OF THE VOTE

REPUBLICAN PARTY	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
AUDITOR						
Helen Brady	160	171	155	173	170	829
Write-Ins	0	0	1	0	0	1
Blanks	98	85	73	89	82	427
REPRESENTATIVE IN CONGRESS						
Tracy Lyn Lovvorn	121	115	117	143	139	635
Kevin William Powers	71	88	61	57	67	344
Write-Ins	0	0	1	0	1	2
Blanks	66	53	50	62	45	276
COUNCILLOR						
Jennie L. Caissie	183	183	159	179	181	885
Write-Ins	0	0	0	0	0	0
Blanks	75	73	70	83	71	372
SENATOR IN GENERAL COURT						
Write-Ins	2	19	0	1	2	24
Blanks	256	237	229	261	250	1233
REPRESENTATIVE IN GENERAL COURT						
Kimberly N. Ferguson	211	219	201	217	221	1069
Write-Ins	0	2	1	0	1	4
Blanks	47	35	27	45	30	184
DISTRICT ATTORNEY						
Write Ins	5	15	5	4	7	36
Blanks	253	241	224	258	245	1221
CLERK OF COURTS						
Joanne E. Powell	156	168	153	170	172	819
Write-Ins	0	1	0	0	0	1
Blanks	102	87	76	92	80	437

REPORT OF THE TOWN CLERK

STATE PRIMARY – SUMMARY OF THE VOTE

REPUBLICAN PARTY PREC #1 PREC #2 PREC #3 PREC #4 PREC #5 TOTALS

REGISTER OF DEEDS

Kate D. Campanale	159	175	157	185	178	854
Kevin J. Kuros	47	45	40	41	40	213
Write-Ins	0	1	0	0	0	1
Blanks	52	35	32	36	34	189

LIBERTARIAN PARTY PREC #1 PREC #2 PREC #3 PREC #4 PREC #5 TOTALS

SENATOR IN CONGRESS

Write-Ins	0	0	0	1	1	2
Blanks	0	0	1	0	1	2

GOVERNOR

Write-Ins	0	0	0	0	2	2
Blanks	0	0	1	1	0	2

LIEUTENANT GOVERNOR

Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3

ATTORNEY GENERAL

Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3

SECRETARY OF STATE

Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3

TREASURER

Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3

AUDITOR

Daniel Fishman	0	0	1	1	1	3
Write-Ins	0	0	0	0	0	0
Blanks	0	0	0	0	0	0

REPORT OF THE TOWN CLERK

STATE PRIMARY – SUMMARY OF THE VOTE

LIBERTARIAN PARTY	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
REPRESENTATIVE IN CONGRESS						
Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3
COUNCILLOR						
Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3
SENATOR IN GENERAL COURT						
Write-Ins	0	0	0	0	0	0
Blanks	0	0	1	1	2	4
REPRESENTATIVE IN GENERAL COURT						
Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3
DISTRICT ATTORNEY						
Write-Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3
CLERK OF COURTS						
Write Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3
REGISTER OF DEEDS						
Write Ins	0	0	0	0	1	1
Blanks	0	0	1	1	1	3
TOTAL REGISTERED VOTERS						
Democrats	468	588	544	610	625	2835
Republicans	458	462	341	481	360	2102
Libertarian	11	7	8	8	9	43
Political Designations	31	33	25	31	35	155
Unenrolleds	1761	1640	1552	1845	1806	8604
Grand Totals	2729	2730	2470	2975	2835	13739

REPORT OF THE TOWN CLERK

STATE PRIMARY – SUMMARY OF THE VOTE

TOTAL VOTES CAST	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
Democrats	230	289	249	284	297	1349
Republicans	258	256	229	262	252	1257
Libertarian	0	0	1	1	2	4
Grand Totals	488	545	479	547	551	2610
 VOTER PARTICIPATION	 17.9%	 19.96%	 19.4%	 18.4%	 19.4%	 19.0%

The polls were closed at 8:00 p.m. The tabulating concluded at 1:00 a.m., and the results of the election were announced.

REPORT OF THE TOWN CLERK

STATE ELECTION – NOVEMBER 6, 2018

The election was called to order by the various Wardens in Precincts 1, 2, 3, 4, and 5 at 7:00 o'clock in the forenoon. The following were sworn in as Election Officers:

Precinct 1. Warden: Beth T. Clay. Others: Marta C. Ferreira, Marcia G. Sherbourne, Faye M. Ellis, Robert L. Davis, Claude S. Thompson and Leslie S. DeBord.

Precinct 2. Warden: Nina A. Gibbons. Others: Barbara A. French, Carol A. Coolidge, Rodney A. White, Betty J. Carlson, Joan P. Conrad, Lori B. Wagg, Thomas H. Wagg and Denise M.G. Ross.

Precinct 3. Warden: Susan H. Stafford. Others: Constance J. Hamilton, Karen L. Taylor, Cheryl A. Jenkins, June M. Sloan, Maureen A. Locke, Susan A. Sedgwick and Mary L. Sloan.

Precinct 4. Warden: Renate L. Hillhouse. Others: Janet A. Monroy, Mariana G. DePerrio, Pauline A. Brodeur, Gayle C. Marshall, Valeda C. Schmucki, Faith M. Keskula and Albert S. VanDeMark.

Precinct 5. Warden: Karen M. Tremblay. Others: Kathleen G. Franco Anthony, Cynthia M. Stark, Dianne M. Milewski, Susan E. Enman, and Eileen C. Rafferty

The ballot box was opened and found to be empty, and the tabulator tape was examined to insure there were no votes already listed.

REPORT OF THE TOWN CLERK

STATE ELECTION – SUMMARY OF THE VOTE

OFFICE AND CANDIDATES	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
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SENATOR IN CONGRESS

Elizabeth A. Warren	884	959	907	1005	982	4737
Geoff Diehl	887	896	763	989	946	4481
Shiva Ayyadurai	69	60	67	86	81	363
All Others	3	1	3	1	2	10
Blanks	25	45	30	25	32	157

GOVERNOR & LT.GOVERNOR

Baker and Polito	1409	1475	1343	1619	1529	7375
Gonzalez and Palfrey	415	422	379	437	456	2109
All Others	4	3	7	1	1	16
Blanks	40	61	41	49	57	248

ATTORNEY GENERAL

Maura Healey	1054	1171	1092	1216	1199	5732
James R. McMahon III	772	740	638	832	804	3786
All Others	1	0	2	3	0	6
Blanks	41	50	38	55	40	224

SECRETARY OF STATE

William Francis Galvin	1093	1209	1134	1295	1265	5996
Anthony M. Amore	670	629	528	681	641	3149
Juan G. Sanchez, Jr.	43	54	48	48	61	254
All Others	0	0	1	0	1	2
Blanks	62	69	59	82	75	347

TREASURER

Deborah B. Goldberg	1010	1119	1026	1197	1155	5507
Keiko M. Orrall	705	685	594	741	697	3422
Jamie M. Guerin	60	51	57	44	67	279
All Others	0	0	1	0	1	2
Blanks	93	106	92	124	123	538

REPORT OF THE TOWN CLERK

STATE ELECTION – SUMMARY OF THE VOTE

OFFICE AND CANDIDATES PREC #1 PREC #2 PREC #3 PREC #4 PREC #5 TOTALS

AUDITOR

Suzanne M. Bump	903	1007	902	1061	1028	4901
Helen Brady	756	731	641	790	753	3671
Daniel Fishman	68	61	60	73	98	360
Edward J. Stamas	36	35	51	35	41	198
All Others	0	0	1	0	0	1
Blanks	105	127	115	147	123	617

REPRESENTATIVE IN CONGRESS

James P. McGovern	1089	1192	1106	1269	1258	5914
Tracy Lyn Lovvorn	741	721	629	791	746	3628
All Others	1	2	2	2	0	7
Blanks	37	46	33	44	39	199

COUNCILLOR

Jennie L. Caissie	967	980	891	1103	1011	4952
Paul M. DePalo	801	851	770	894	926	4242
All Others	0	0	2	0	0	2
Blanks	100	130	107	109	106	552

SENATOR IN GENERAL COURT

Harriette L. Chandler	1311	1396	1309	1527	1505	7048
All Others	24	38	29	22	21	134
Blanks	533	527	432	557	517	2566

REPRESENTATIVE IN GENERAL COURT

Kimberly N. Ferguson	1370	1389	1291	1546	1473	7069
Matthew O. Moncreaff	360	414	336	379	380	1869
All Others	1	4	0	2	4	11
Blanks	137	154	143	179	186	799

DISTRICT ATTORNEY

Joseph D. Early, Jr.	1071	1187	1056	1220	1169	5703
Blake J. Rubin	705	689	632	797	779	3602
All Others	1	1	1	1	1	5
Blanks	91	84	81	88	94	438

REPORT OF THE TOWN CLERK

STATE ELECTION – SUMMARY OF THE VOTE

OFFICE AND CANDIDATES	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
CLERK OF COURTS						
Dennis P. McManus	1036	1151	1046	1223	1205	5661
Joanne E. Powell	729	691	613	759	723	3515
All Others	1	0	1	0	0	2
Blanks	102	119	110	124	115	570
REGISTER OF DEEDS						
Kate D. Campanale	914	935	820	1037	986	4692
Kathryn A. Toomey	864	917	862	955	955	4553
All Others	0	1	2	0	0	3
Blanks	90	108	86	114	102	500
QUESTION #1 -						
Yes	592	606	584	645	653	3080
No	1235	1295	1150	1406	1326	6412
Blanks	41	60	36	55	64	256
QUESTION #2 -						
Yes	1238	1303	1221	1412	1403	6577
No	585	577	476	624	577	2839
Blanks	45	81	73	70	63	332
QUESTION #3 -						
Yes	1130	1242	1138	1337	1305	6152
No	718	662	581	726	702	3389
Blanks	20	57	51	43	36	207

REPORT OF THE TOWN CLERK

STATE ELECTION – SUMMARY OF THE VOTE

TOTAL REGISTERED VOTERS	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
Democrats	473	598	547	637	636	2891
Republicans	470	464	348	485	363	2130
Libertarian	12	7	8	6	10	43
Political Designations	31	31	27	29	35	153
Unenrolleds	1794	1658	1577	1900	1812	8741
Grand Totals	2780	2758	2507	3057	2856	13958

TOTAL VOTES CAST	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
Grand Totals	1868	1961	1770	2106	2043	9748

VOTER PARTICIPATION	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
	67%	71%	71%	69%	72%	70%

The polls were closed at 8:00 p.m. The tabulating concluded at 12:30 a.m., and the results of the election were announced.

REPORT OF THE TOWN CLERK

SPECIAL TOWN MEETING – DECEMBER 3, 2018

The meeting was called to order and declared open by the Town Clerk, Dale T. Hickey, at 7:02 p.m. at Wachusett Regional High School. The salute to the flag followed. There were 244 registered voters present. Nine persons without voting privileges were present. The Town Clerk waived the reading of the warrant.

ARTICLE 1. To choose a Moderator for said meeting. Our duly elected Moderator George A. Balko III is unable to be here tonight, therefore, at this time I will accept nominations for the temporary Moderator for tonight's meeting. Robert P. Lavigne has nominated Anthony M. Renzoni, 256 Doyle Road and seconded by Town citizens. It was **unanimously voted** to elect Anthony M. Renzoni as temporary Moderator for the Special Town Meeting and was sworn in by Town Clerk Dale T. Hickey.

ARTICLE 2. On motion by David J. White it was voted **by a two thirds (2/3) voice vote** to appropriate the amount of Eighteen Million, Five Hundred and Fifty Thousand Dollars (\$18,550,000) to construct, equip, and furnish a new Department of Public Works Facility and Salt Shed on property located at 18 Industrial Drive, Holden, Massachusetts, including, but not limited to, costs of architectural, engineering, and site work, and all other costs incidental or related thereto, said amount to be expended under the direction of the Town Manager. To meet this appropriation the Treasurer, with the approval of the Board of Selectmen, is authorized to borrow said amount under M.G.L. Chapter 44, or pursuant to any other enabling authority; provided that any appropriation hereunder shall be subject to and contingent upon an affirmative vote of the Town to exempt the amounts required for the payment of interest and principal on said borrowing from the limitations on taxes imposed by M.G.L. c. 59, Section 21C (Proposition 2½). Any premium received upon the sale of any bonds or notes approved by this vote, less any such premium applied to the payment of the costs of issuance of such bonds or notes, may be applied to the payment of costs approved by this vote in accordance with M.G.L. c. 44, Section 20, thereby reducing the amount authorized to be borrowed to pay such costs by a like amount.

2/3rds VOTE

REQUIRED

ARTICLE 3. On motion by Tyler J. Gibbs it was **unanimously voted** to accept as a public way, Paul Revere Road, from Station 0+00 to Station 5+60 for a distance of approximately 560 feet along the centerline; as shown on a plan of land entitled, "Street Acceptance Plan Paul Revere Road" prepared by B&R Survey, Inc., dated August 21, 2018, and on file in the Office of the Town Clerk, said street having been laid out by the Selectmen and approved by the Planning Board.

Voted to adjourn the meeting at 7:45 p.m.

REPORT OF THE TOWN CLERK

SPECIAL TOWN ELECTION – DECEMBER 4, 2018

The election was called to order by the various Wardens in Precincts 1, 2, 3, 4, and 5 at 7:00 o'clock in the forenoon. The following were sworn in as Election Officers:

Precinct 1. Warden: Beth T. Clay. Others: Faye M. Ellis, Kathleen E. Welsh, Marcia G. Sherbourne, Leslie S. DeBord and Marta C. Ferreira.

Precinct 2. Warden: Nina A. Gibbons. Others: Barbara A. French, Robin R. Owens, Robert L. Davis, Karen A. Cavan and Betty J. Carlson.

Precinct 3. Warden: Susan H. Stafford. Others: Constance J. Hamilton, Karen L. Taylor, Ann A. Scalzulli, June M. Sloan, Cheryl A. Jenkins and Mary L. Sloan.

Precinct 4. Warden: Renate L. Hillhouse. Others: Faith M. Keskula, Gayle C. Marshall, Janet A. Monroy, Pauline A. Brodeur and Valeda C. Schmucki.

Precinct 5. Warden: Karen M. Tremblay. Others: Kathleen G. Franco Anthony, Cynthia M. Stark, Dianne M. Milewski, Thomas H. Wagg and Cynthia L. Mason.

The ballot box was opened and found to be empty, and the tabulator tape was examined to insure there were no votes already listed.

REPORT OF THE TOWN CLERK

SPECIAL TOWN ELECTION – SUMMARY OF THE VOTE

PROPOSITION 2 AND 1/2 QUES	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
Yes	145	138	180	127	115	705
No	58	99	51	65	71	344
Blanks						
TOTAL VOTES CAST	203	237	231	192	186	1049
TOTAL REGISTERED VOTERS	2,795	2,774	2,504	3,065	2,866	14,004
VOTER PARTICIPATION	7.3%	8.5%	9.2%	6.3%	6.5%	7.5%

The polls were closed at 8:00 p.m. The tabulating concluded at 9:00 p.m., and the results of the election were announced.

GENERAL GOVERNMENT

TOWN MANAGER'S OFFICE

Peter M. Lukes – Town Manager (left center)

Stephanie C. King – Assistant Town Manager (left)

Donna M. Cross – Administrative Assistant (center middle)

Wendy Brouillette – Senior Clerk/Communications (right)



BOARD OF SELECTMEN

Geraldine A. Herlihy – Chairman (center)

Jeremy W. Kurtz – Vice Chairman (right center)

Tyler Gibbs – Clerk (left center)

Robert P. Lavigne (left)

Anthony Renzoni (right)

Elizabeth Fotos - Recording Secretary



GENERAL GOVERNMENT

SELECT BOARD TRANSITION

The Board of Selectmen said farewell to Selectman Timothy C. Ethier and welcomed new Selectman, Tyler J. Gibbs.



Dale Hickey, Town Clerk Swearing in Elected Officials, May 15, 2018

Pictured left to right:

Alan N. Degutis, Trustees of Damon Memorial

Richard S. Maurer, Trustees of Damon Memorial

Tyler J. Gibbs, Selectman

Linda M. Long-Bellil, Wachusett Regional School District Committee

George A. Balko III, Moderator

Amy M. Michalowski, Wachusett Regional School District Committee

Anthony M. Renzoni, Selectmen

Adam C. Young, Wachusett Regional School District Committee

Clare L. Zukowski, Holden Housing Authority

The Board of Selectmen and Town Manager were involved with many projects of importance in 2018. The following is a summary of some of the highlights that took place:

The Town Manager's office continued to evolve with the hiring of Stephanie King as the new Assistant Town Manager in January. We also welcomed Wendy Brouillette as our newest Administrative Assistant in March. Both of them have brought positive energy to our small, bustling office. Stephanie has taken on the same duties of the former Assistant Town Manager; Department Head for Senior Services, Information Technology, and Human Resources. Wendy merged quickly into her role as social media/communications assistant while also working under

GENERAL GOVERNMENT

the tutelage of our Senior Clerk Donna Cross to learn all of our many office duties including insurance, purchasing, and human resource/records administration.

January also marked the town's participation in the Massachusetts Municipal Association Annual Conference in Boston, where many members of our Select Board, Finance Committee and town administration attended seminars, classes and break-out sessions to further our knowledge of best practices and better government efficiencies.

Early in the year we introduced paperless meetings to the Select Board and Finance Committee through the use of tablet computers. Modernizing our operations in this regard cuts down on wasted paper and delivery costs, while speeding up communication and allowing for greater access to more data at the fingertips of public officials during meetings.

The Town Manager worked throughout the year with our public safety, public works, school district and state officials to prepare for issues regarding extreme weather events related to climate change, active shooter, and various other potential disaster scenarios. He also met with Wachusett Regional School District Superintendent Darryll McCall and the regional town administrators monthly in order to maintain strong communication of school and municipal needs. Individual Department Heads met regularly with the Town Manager and they all participated collectively in monthly Department Head meetings that included the Assistant Town Manager, HMLD Director and Town Counsel in which all ongoing projects and issues were aired in an open-forum environment. The Town Manager met regularly with residents, business owners, farmers, non-profit organizations, religious leaders, federal, state and other local officials, and community activists. He attended a wide array of community events, festivals and charity events including those sponsored by the Wachusett Area Chamber of Commerce, Holden Council on Aging, Holden Firefighter's Association, Holden Police Department, various Holden youth sports leagues, local farms, Rotary International, Central Mass Regional Public Health Alliance, Central Mass Regional Planning Commission, Massachusetts Municipal Association, and many others.

NEW DPW FACILITY

Our largest ongoing project is the construction of the new Public Works Facility at Industrial Drive. Weston & Sampson and the DPW Facility Committee worked, with explicit direction from the Town Manager's office, to maintain the budget that had been suggested by both Finance Committee and Select Board. They arrived at a schematic and proposal that incorporated the necessary functions of DPW while maintaining the budgetary parameters that were desired by Town Manager, Finance Committee and Select Board.

Demolition and Hazmat removal from the structure was bid over the summer. The Town Manager's office and Owner's Project Manager proceeded with a strong degree of due diligence in

GENERAL GOVERNMENT

approving the low bidder. After we determined that the low bidder was responsive and responsible, Notice to Proceed was issued by the Town Manager on August 27. Hazardous Materials removal started in early September. Demolition of the existing factory building was completed in November.

The DPW Facility Committee and Weston Sampson presented a schematic design and proposal to the Finance Committee on August 15. The same schematic and plans were presented to the Select Board on September 10. A Special Town Meeting for approval of the project along with the debt override vote took place on December 3, with the ballot approval the following day. Town Meeting and Holden voters approved the borrowing of \$18.5 million for the construction of a new DPW Facility.

The Town Manager's office also began investigating the development of the "back lot" at 18 Industrial Drive with the hope of someday connecting Dawson Recreation Area to more playing fields on the far end of the 18 Industrial property. The area is currently in a federally designated flood plain and also borders wetlands, which will require significant planning and permitting to develop the land. The Town engaged a private contractor to undertake a Flood Plain Analysis and will submit a proposed amendment to the flood plain designation to the Federal Emergency Management Agency in 2019. This will be the necessary first step in what will likely be a long process toward development of the far side of the 18 Industrial Drive property.

CAPITAL ASSET STUDY

The FY 19 Budget included an appropriation of \$150,000 for a capital asset study which would evaluate all of our town owned buildings and propose short and long-term maintenance plans. The study was recommended by the Finance Committee and approved by Town Meeting in 2018. The Town issued a Capital Asset Study Request for Qualifications (RFQ) June, 2018. Bids were received and evaluated in July, 2018. The contract was awarded to Gienapp Design in August. A full "stem to stern" evaluation of all town buildings was conducted over the next several months. Structures were evaluated by plumbing, electric, structural and architectural engineers to provide a short and long term maintenance plan for all town-owned buildings, with cost estimates. The plan was scheduled for completion and presentation in early 2019. Our Five Year Capital Plan will reflect these suggestions in the future and the study will allow the town, along with the Wachusett Regional School District, to maintain our most expensive assets with more efficient and long term projections.

GENERAL GOVERNMENT

MASTER PLAN REFRESH

The Master Plan Update proceeded along its projected timeline and with measurable success. The Master Plan Update Committee worked diligently and received outstanding public input. The Town Manager's Office provided a multitude of assistance and information upon request and we look forward to the finished product. The full Master Plan Update will be presented and it will work as a roadmap for Holden in the next ten years. Many thanks to the Master Plan Update Committee along with the Central Mass Regional Planning Council for their efforts in helping us move forward into the next decade.

GENERAL GOVERNMENT

MEMORIAL DAY PARADE

The 2018 Memorial Day Parade was dedicated to World War II veteran Arthur Howland. Arthur was drafted into service in Ashland, MA in 1942 at the age of twenty-two. He reported to basic training at Keesler Field, MS as well as several other stateside training locations before attending Radio Schools in Madison, WI and Boca Raton, FL. From there he shipped out on the USS Wakefield as a Radar Mechanic in the 8th Army Air Force, 446th Bombardment Group eventually arriving at the RAF Station Bungay, in Suffolk England. After three years of serving his country, Howland returned home to Massachusetts and was discharged with the rank of Sergeant.



Representative Ferguson walking with
Selectman Renzoni and his
son and daughter



The Spirit of America Marching Band



Keynote Speaker
John P. Drohan, Jr.
Major, United States Army

GENERAL GOVERNMENT

EMPLOYEE APPRECIATION COOKOUT

The Board of Selectmen once again provided an Employee Appreciation cookout for all town employees at the Trout Brook Recreation Area. The Selectmen and Town Manager also held the employee appreciation ceremony, where employees are recognized for their years of service and receive their service pins. It is through our dedicated and talented staff we are able to provide high-quality services to residents.



GENERAL GOVERNMENT

MILESTONES CELEBRATED JULY 1, 2017-JUNE 30, 2018

5 YEARS

Alexis C. Atkins – Recreation Department
Veronica Bejune – Gale Free Library
Beverly A. Berthel – Recreation Department
Robert S. Connor – Fire Department
Eric J. Horn – Holden Municipal Light Department
Isabel McCauley – Department of Public Works
Christine M. McKernan – Gale Free Library
Jennifer Rhoades – Gale Free Library
Evan Schakenbach – HCTV
Cynthia L. Smith – Senior Center
Muriel G. Ventres – Recreation Department

10 YEARS

Stephen R. Gross – Information Technology Department
Paula A. Howell – Holden Municipal Light Department
Harriet LaFleur-McAlice – Fire Department
Christopher M. Meservey – Police Department
Rachel E. Mimms – Gale Free Library
Teresa T. Montoya – Holden Municipal Light Department
Robert W. Murray – Police Department
Brian C. Rushlow – Fire Department

15 YEARS

Nicholas P. Kakalecz – Fire Department
Jennifer Keevan – Office of the Treasurer/Collector
Adam J. Porcaro – Police Department

20 YEARS

Dale T. Hickey – Town Clerks Office
Marcia Sherbourne – Recreation Department
Steven R. Stewart – Department of Public Works
Barry W. Tupper – Holden Municipal Light Department

25 YEARS

David H. Eddy – Fire Department
Barry W. Tupper – Fire Department
John D. Whipple – Fire Department

GENERAL GOVERNMENT

30 YEARS

Michael Braley – Police Department

Janice R. Cross – Assessors Office

Kenneth J. Dunn – Department of Public Works

35 YEARS

David G. French – Department of Public Works

40 YEARS

Marie Carlson – Police Department



Town Manager Peter Lukes, and Select Board Chairwoman Geraldine Herlihy congratulating Marie Carlson on 40 years of service to the Town.

GENERAL GOVERNMENT

INFORMATION TECHNOLOGY

Stephanie King – Assistant Town Manager/Department Head

Doug Nelson – Systems Administration

Steve Gross – Network Administration

Helen Aronowitz – IT Business Analyst

The Information Technology (IT) Department's primary responsibility is the planning, management and improvement of the technology infrastructure, telecommunications, and business applications that support Holden's day-to-day operation. The Holden IT Department is constantly striving to meet or exceed the information and technical needs of the Town. The IT Department provides the technical support, advice, and assistance to our town departments to more cost-effectively and efficiently deliver services to Holden residents through computerization and business process automation.

As part of its mission, the Holden IT Department interacts closely with every department to assess current and future requirements, research the latest advances in technology, analyze, and provide information and advice to Holden's leaders and decision-makers regarding technical infrastructure investments, assist with vendor negotiations, and monitor contract performance.

User support remains a major function of the Holden IT Department. IT staff install and ensure proper functioning of software, administer servers, install and repair hardware, and manage sophisticated networking and communications systems on a regular daily basis.

In 2018, Holden IT implemented a new system for personnel actions and employee leave time, integrating this with our payroll and personnel financial systems. This will not only improve tracking and record keeping, but it also makes it easier for employees to perform these functions. Additionally, it allowed us a chance to update and modernize our other systems as well. This also brought us another step forward to an online presence with our financial accounting system, which will position us well for the future.

Holden IT has continued to maintain a strong online presence. Not only do we offer online bill paying, but we also have the majority of town permitting available as well as a great GIS (Geographical Information System), which integrates with many other components of our town administration. Our Facebook page continues to grow in popularity, and we are also moving into the Twittersphere realm, with DPW and the Fire Department leading the way.



Steve Gross and Helen
Aronowitz at the
Public Safety Complex

GENERAL GOVERNMENT

TOWN OF HOLDEN WEBSITES

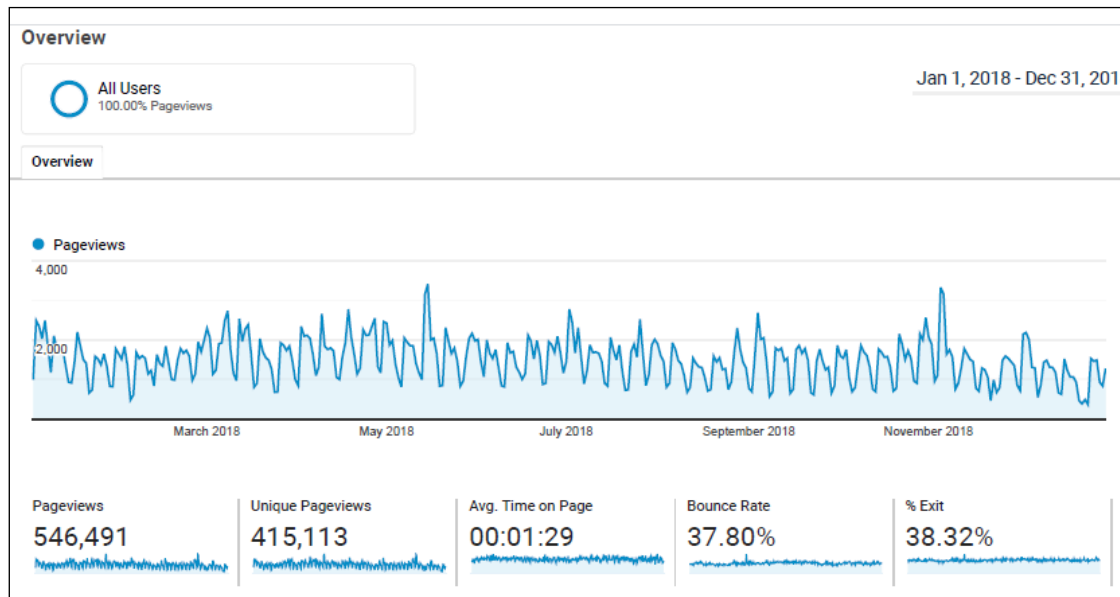
- ❖ Town of Holden: www.holdenma.gov/
- ❖ Holden Fire Department: www.holdenfd.com/
- ❖ Gale Free Library: www.galefreelibrary.org/
- ❖ Holden Light Department: www.holdenlight.com/
- ❖ Holden Recreation Department: www.holdenrecreation.com/
- ❖ Online Registration for Recreation: www.holdenrec.com/
- ❖ Holden Community Television: www.holdentv.com/

TOWN OF HOLDEN SOCIAL MEDIA

- ❖ Town of Holden Facebook: <https://www.facebook.com/Town-of-Holden-183702448366233/>
- ❖ Holden DPW Twitter: <https://twitter.com/HoldenDPW>
- ❖ Holden Fire Department Twitter: <https://twitter.com/holdenmassfire>
- ❖ Holden Town Manager Twitter: <https://twitter.com/TownMgrHoldenMA>
- ❖ Holden Professional Firefighters Association: <https://twitter.com/HoldenLocal455>
- ❖ Holden Fire Department Facebook: <https://www.facebook.com/HoldenMassFire/>
- ❖ Gale Free Library Facebook: <https://www.facebook.com/galefreelibrary/>

GENERAL GOVERNMENT

TOWN OF HOLDEN WEBSITE STATISTICS



We have made strides in improving efficiencies in workflow and internal processes in many departments. Holden IT continues to monitor system security, and ensure we are protecting our computing resources. At HMLD, Holden IT replaced and consolidated its networking switches and wiring, making for a simpler and more robust setup, plus reducing failure points, while upgrading to more modern equipment. This also allowed HMLD to move some of its network to a more appropriate location and improved capacity for future needs.

We continue to look for more modern and more efficient ways of operating, and will strive to provide the best quality computing experience for our staff, which will in turn allow them to provide the best service to our residents and businesses.

EDUCATION

LETTER FROM WRSD SUPERINTENDENT

DARRYLL MCCALL, ED.D.

Dear Residents of Holden, Paxton, Princeton, Rutland, and Sterling,

We continue to make great strides in the Wachusett Regional School District as we work together to provide our children with meaningful educational experiences and opportunities. Our five communities, each unique and distinct from the other, form the largest regional school district in Massachusetts, with over 7,000 students attending our schools from August to June.

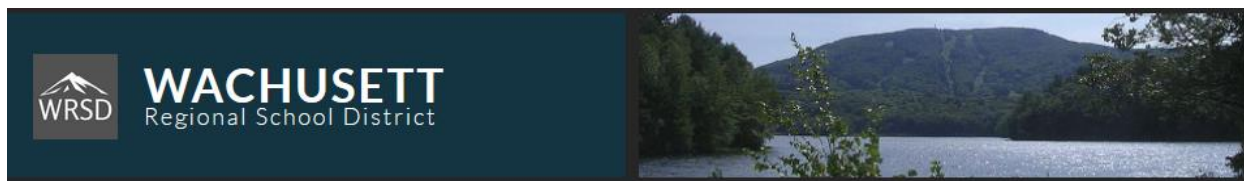
In early November, the District and Member Town officials held the annual Budget Roundtable at the Holden Senior Center. This meeting is the opportunity to discuss budget issues associated with the upcoming fiscal year. As always, the meeting was well attended by town representatives, officials from the state, and members of the Wachusett Regional School District Committee. We all recognized that the lack of funding from the state needs to be addressed, as our communities, and others in our state, continue to take on a larger percentage of the school budget every year. We will continue to work closely with our local legislators to assist us in advocating on our behalf to help ease the financial burden placed on our schools and our communities.

This year, we have focused much attention on making sure that our students have their social and emotional needs met, through learning in a safe and secure environment. Student wellbeing - emotional, social, and physical - continues to be a top priority throughout the District. Our dedication to this area is further enhanced with the appointment of a District-wide Director of Social Emotional Learning and Guidance. Unifying our school counseling model, and providing guidance for our staff and administration, the Director of SEL and Guidance will play a crucial role in how the WRSD supports all students by enhancing our capacity as a learning community working with the whole child. Being mindful of students' emotional health is always on the radar when working with children and young adults. The Wachusett community knows the importance of student welfare and all strive to help keep our younger generation safe, secure, comfortable, and confident as they pursue their education.

Last year, the five towns that comprise the Wachusett District supported a budget that has permitted us the opportunity to increase support for our students. We look forward to continuing the forward progress made this past year as we look to creating a budget that supports the Strategic Plan.

EDUCATION

I would like to thank all parents/guardians, teachers, staff, and community members for their continued support and dedication to the education of the children in the Wachusett Regional School District. Working together, we will provide our students with a quality education that will prepare them for success in the future.



EDUCATION

LETTER FROM SUPERINTENDENT

SHEILA M. HARRITY, ED.D.

Schools across North Central Massachusetts are filled with eager students, talented educators and supportive administrators, all working together toward common goals: student achievement and academic excellence. While students and teachers at Monty Tech work together toward these goals daily, they also strive to achieve vocational- technical proficiency, assuring our graduates have a choice when they graduate: to pursue college or a career or both. As college costs continue to rise, and the need for qualified tradespeople is expanding across our region, having this choice is becoming increasingly important. Preparing our students to make this choice is a privilege, and so we remain committed to providing the best possible educational programs for our students.

Monty Tech academic programs are effectively serving students at all levels, as indicated on the most recent MCAS scores: 95% of students earned Advanced or Proficient scores in ELA, 85% earned Advanced or Proficient scores in mathematics, and 82% earned Advanced or Proficient scores in Biology. Student performance on this exam met or exceeded state-determined targets in every subgroup. Teachers continue to refine curriculum, incorporate new instructional strategies, and challenge every student to reach new levels, and we couldn't be prouder of the results.

School leaders also closely monitor each of the school's 21 vocational programs, to ensure they align with current industry standards, and that they continue to prepare students for entry-level careers in their chosen field. Whether it means purchasing new equipment, incorporating new certifications or credentials into the curriculum, or seeking new educational partners, vocational instructors and school leaders work collaboratively to ensure vocational programs at Monty Tech are among the most comprehensive, current, and innovative programs across the Commonwealth.

The 2017-2018 school year was marked by countless reasons to celebrate our students and staff, who consistently demonstrate vocational excellence and innovation.

Students and instructors in our Carpentry, Electrical, Plumbing, Masonry, HVAC and Property Maintenance, and Cabinetmaking trades completed a two-year long project – a 7,500 sq. ft. building, now home to the school's newest vocational program, Veterinary Science. This project was funded entirely by private sector donations, gifts, local, state and federal grants, and in-kind support in the form of donated materials and labor, and deep discounts on building materials and supplies. School officials raised an unprecedented \$2.6M to support the establishment of the

Monty Tech Veterinary Science program - a tremendous accomplishment that reflects the support our community continues to provide our students, faculty and staff.

EDUCATION

The Monty Tech Veterinary Clinic is not the only new and exciting opportunity available to our students. The school was recently awarded a \$500,000 Skills Capital Grant, to improve the Engineering Technology, Electrical, and CAD/Drafting & Design programs. This generous grant has allowed instructors to create two innovative learning spaces, intended to replicate working and learning environments maintained by industry leaders in advanced manufacturing and automation. Using this new equipment, students will prepare to become manufacturing technicians, robotics technicians, automation technicians, moldmakers, and CNC machinists at local corporations, filling the existing skills gap across these industries.

While students and instructors across the school continue to demonstrate creativity, innovation, and leadership, school leaders continue to keep an eye on emerging trends in vocational education. As we prepare these talented students to make important life choices, we are reminded that in the end, the choice is theirs to make: college or career or both. It is our job to support their aspirations and to educate and train them to achieve at the highest possible level. On behalf of our talented educators and administrators, who remain focused on delivering the highest quality academic and vocational-technical education possible, I am delighted to present the District's 2017-2018 annual report to you, providing a snapshot of the wonderful experiences happening on a day-to-day basis here at Monty Tech.

OUR MISSION

Every student will graduate from Montachusett Regional Vocational Technical School with the skills, knowledge, and abilities to be a productive and effective member of an ever-changing society.

OUR DISTRICT

Montachusett Regional Vocational Technical School is a four-year career and technical high school serving the member towns of:

Ashburnham	Harvard	Princeton
Ashby	Holden	Royalston
Athol	Hubbardston	Sterling
Barre	Lunenburg	Templeton
Fitchburg	Petersham	Westminster
Gardner	Phillipston	Winchendon

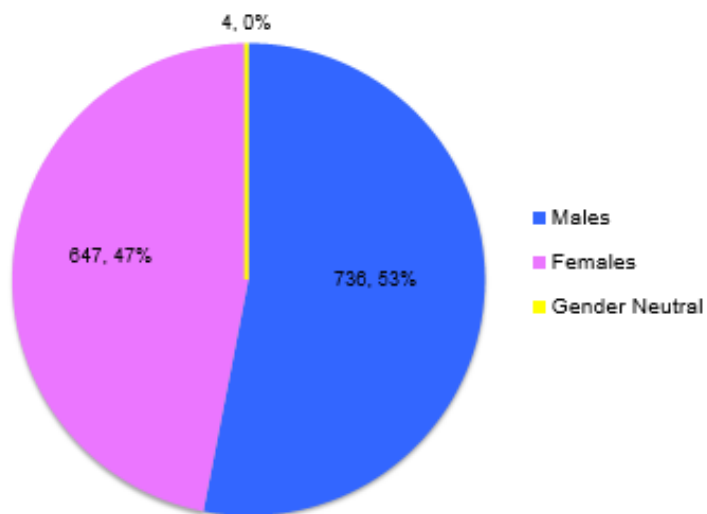
EDUCATION

LEADERSHIP

The leadership team at Montachusett Regional Vocational Technical School is comprised of ten talented administrators whose varied educational backgrounds, professional experiences, and areas of expertise contribute to the success of the school. Working collaboratively, and under the direction of the Superintendent and Principal, the team has transformed the school into one of the most sought-after high schools in North Central Massachusetts.

Sheila M. Harrity, Superintendent-Director	Christina Favreau, Director of Academic Programs
Tom Browne, Principal	Jim Hachey, Director of Vocational Programs
Dayana Carlson, Assistant Principal	Michael Gormley, Director of Facilities
Tammy Crockett, Business Manager	Katy Whitaker, Development Coordinator
Pamela Pothier, Director of Technology	Victoria Zarozinski, Director of Student Support Services

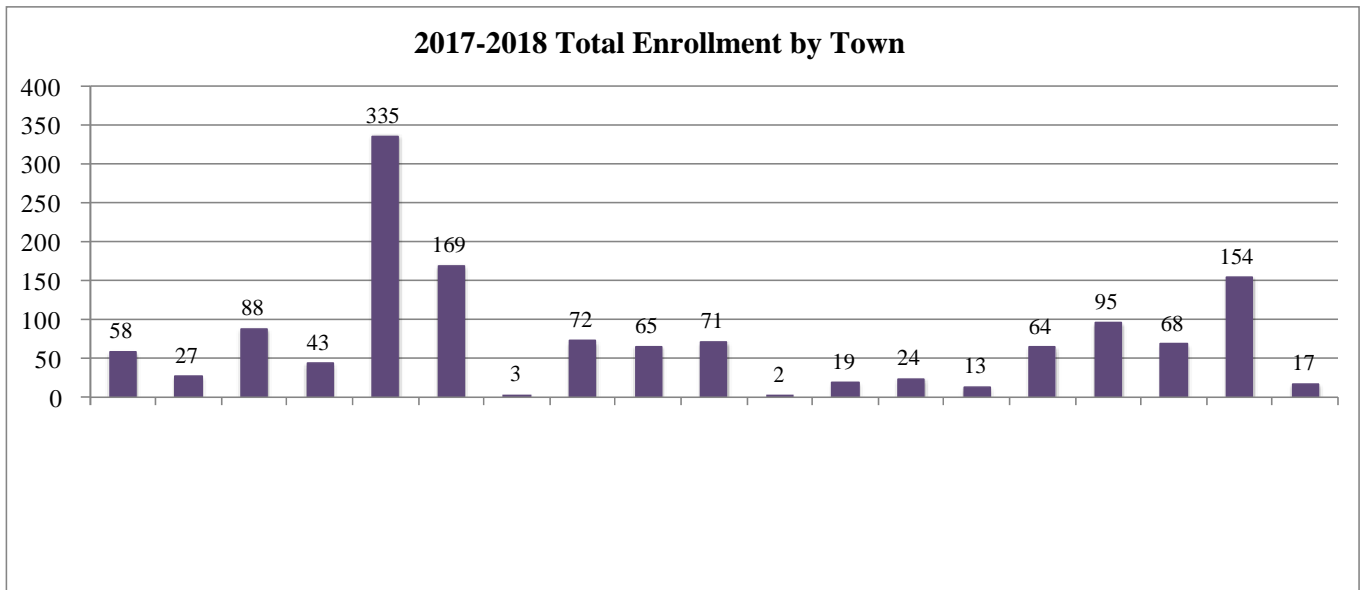
ENROLLMENT



On June 1, 2018, student enrollment at Monty Tech included 1,387 students in grades nine through twelve, representing each of the district's eighteen sending communities. Each class of students is comprised of a relatively equal balance of male vs. female students, and each student attending Monty Tech has elected to do so, prepared to explore an interest in one of the school's twenty-one rigorous vocational-technical programs. While the school currently offers only five

programs non-traditional for male students, and twelve programs non-traditional for female students, we are proud to have a student population that is well- balanced by gender and a variety of academic interests and achievements.

EDUCATION



Throughout 2017-2018, Monty Tech offered a variety of opportunities for students, parents, and community members to learn about and visit the school. In October 2017, approximately 700 district eighth graders participated in the annual “Tour Day” event. Students toured our twenty vocational- technical areas and learned about the school's challenging academic offerings and exciting athletic and extracurricular programs. Career Awareness Night offered interested students the opportunity to return in the evening with their family members to further explore the facilities and speak with staff members.

The Vocational Interest Program (V.I.P.) offers area seventh and eighth grade students the chance to visit Monty Tech after school and participate in hands-on learning experiences across a variety of vocational/technical areas. The program continued to attract a large number of students during the 2017-2018 school year, serving approximately 600 area students.

CLASS OF 2018 AWARDS

Members of the Class of 2018 were awarded approximately \$97,000 in scholarships. The Monty Tech Foundation generously provided \$37,250 in scholarships to graduating seniors, ranging in amounts of \$100 to \$2,600. The Foundation also awarded \$3,240 to the Practical Nursing graduates. Once again, local and state organizations, as well as generous individuals, continue to recognize the ability and potential of Monty Tech graduates in the form of financial donations. The School Committee, administration, faculty, and graduates themselves, are grateful for this support.

Articulation Agreements with local colleges also play an important role in helping reduce the cost of higher education. Qualified Monty Tech students are eligible to receive college credits through a number of articulation agreements with public and private colleges across the country.

EDUCATION

Approximately 57% of the graduating class of 2018 reported plans to enroll at a 4-year college/university upon graduation. By earning college credits while still in high school, these students will save both time and money as they pursue advanced educational programs.

FINANCIAL REPORT

A great deal of effort was put forth by the School Committee, administration, and staff to develop a cost-effective budget for the fiscal year 2017-2018. The final fiscal year 2017-2018 Educational Plan totaled \$26,895,680, which represents a 2.0% increase over the 2016-2017 Educational Plan. The District's FY17 budget exceeds the minimum spending required by Massachusetts General Law Chapter 70 by only \$41,379 or .2%.

The District was audited in November 2018 as part of the yearly financial audit by the accounting firm of Melanson, Heath and Co. from Greenfield, MA, and received a very good report.

GRANTS AND CONTRACTS

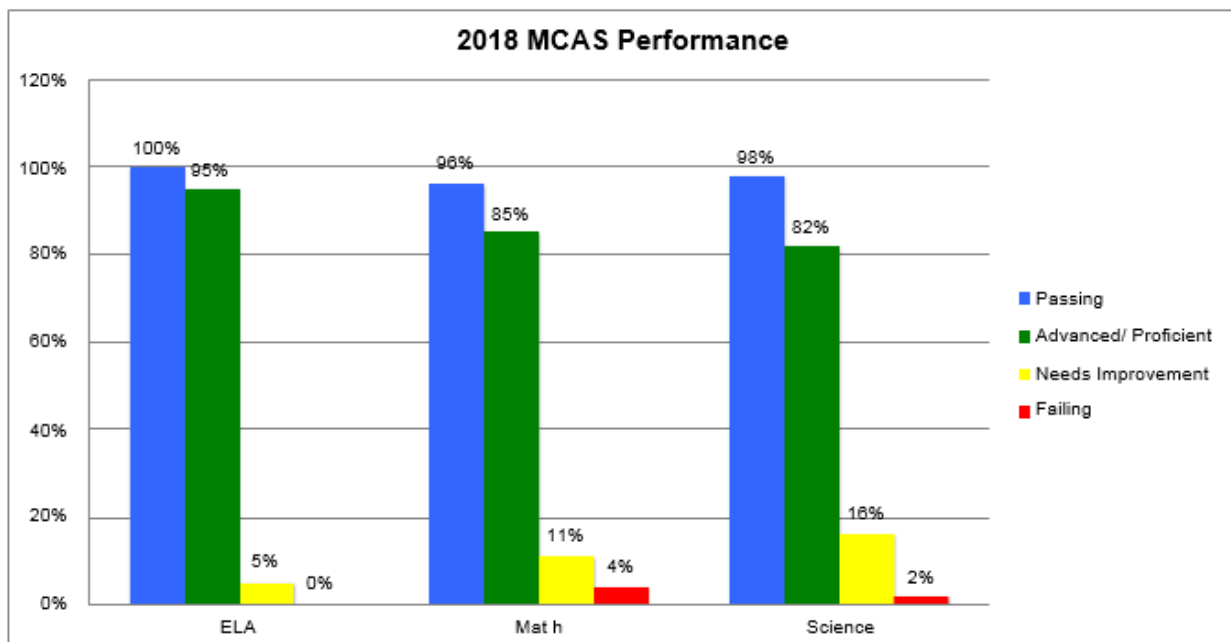
Monty Tech continues to pursue grant funding on an annual basis. These funds help provide many educational and social services to the student population. For fiscal year 2018, state and federal grant sources provided the school with \$991,611. Programs funded by these grants include: Essential Health Services, Social Intervention and Mediation, Improving Teacher Quality, Special Education Services and Program Improvement, Title I Support, Perkins Occupational Education, and Marine Corp Junior Reserve Officer Training. The District also received more than \$508,000 in competitive grants, including a Skills Capital Grant for \$495,000 to purchase equipment for the Electrical, Engineering and CAD/Drafting and Design programs, and a grant from the Community Foundation of North Central Massachusetts in the amount of \$13,919 to expand the school's continuing education program to include an Oil Burner Technician training program. Using these allocation and competitive funds, the school was able to purchase a variety of instructional technology, equipment, and supplies to enhance the learning experience across both academic and vocational programs.

EDUCATION

ACADEMIC ACHIEVEMENT

In 2017-2018, students at Montachusett Regional Vocational Technical School continued to demonstrate high academic achievement, earning commendable MCAS scores in English

Language Arts, Mathematics and Biology. For Spring 2018, Monty Tech's passing rate on the English Language Arts was 100%, Mathematics 96%, Biology 98%.



Monty Tech is committed to providing students with rigorous STEM learning opportunities, and so in recent years, the curriculum has been expanded to include Advanced Placement Programs (two ELA courses, two mathematics courses, two science courses, and one computer science course) and teachers have participated in meaningful, high-quality professional development which will enable us to roll-out two Project Lead the Way biomedical courses in the 2018- 2019 school year.

The school is in its 6th year of administering Advanced Placement exams, and students enrolled in AP courses continue to improve their performance. In 2017-2018, Monty Tech had forty-six students achieve qualifying scores, earning advanced standing and/or college credit. More than half of the students who tested in the following subjects received qualifying scores: AP Computer Science Principles (66%), AP Chemistry (53%), and AP BC Calculus (100%). In addition, the AP Chemistry program experienced the most growth in terms of qualifying score as their passing rate increased by 44.7% from 2017 to 2018.

EDUCATION

AP Exam Results, 5-Year Review						
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Total AP Students	69	57	89	145	120	135
Number of AP Exams	69	62	116	187	148	133
AP Students with Qualifying Scores	36.2%	57.9%	52.8%	26.9%	44.2%	48.9%
Qualifying Scores (State)	72.6%	72.2%	70.9%	70.5%	69.7%	69.9%
Qualifying Scores (Global)	60.9%	61.3%	60.7%	60.3%	60.3%	61.3%
Courses Offered	2	2	3	5	7	7
<i>Data provided by College Board, July 2018</i>						

THE MONTY TECH SCHOOL COMMITTEE

The Montachusett Regional Vocational Technical School District Committee is comprised of twenty-one dedicated individuals, whose expertise proves invaluable in advising the district's operations, policies, and procedures. Our students continue to benefit from the broad scope of their experiences and varying perspectives, and we are thankful to the following members of the 2017-2018 School Committee for their outstanding service.

Brian J. Walker, Fitchburg - Chair

Diane Swenson, Ashburnham - Vice Chair

Peter Capone, Ashby Toni L. Phillips, Athol Whitney Marshall, Barre

Claudia Holbert/ Dr. Robert Babineau, Fitchburg Dr. Ronald Tourigny, Fitchburg

Melanie Weeks, Fitchburg

Eric D. Commodore/ Matthew Vance, Gardner James S. Boone, Gardner

Vacant Seat, Harvard James Cournoyer, Holden

Kathleen Airoldi, Hubbardston Barbara Reynolds, Lunenburg Edward Simms, Petersham

Eric Olson, Phillipston

John P. Mollica, Princeton Mary C. Barclay, Royalston

Dr. Kenneth I.H. Williams/ William Brassard, Sterling James M. Gilbert, Templeton

Ross Barber, Westminster Austin Cyganiewicz, Winchendon

Terri Hillman – Secretary

Norman J. LeBlanc - District Treasurer

ACCOUNTING

Lori Rose, CGA – Town Accountant (center)
Shellie Goodwin – Assistant Accountant (left)
Melanie Nason – Part Time Accounts Payable Clerk (right)



DEPARTMENT OPERATIONS

The General Laws of the Commonwealth provide for the appointment of a Town Accountant. The Town Accountant must possess training and experience to maintain the municipality's financial records. The records verify that the Town's monies are being collected and disbursed in accordance with the municipality's financial policies, including its operating budget.

All accounts are maintained under the Uniform Municipal Accounting Standards (UMAS) as promulgated by the state of Massachusetts and the Deputy Commissioner of Revenue. The method of accounting used for regulatory purposes is a modified accrual fund basis that brings the town's accounting methods more closely into a GAAP (Generally Accepted Accounting Principles) basis of accounting that is used nationally. In order to provide financial statements for issuance of bonds we must also prepare information in compliance with financial reporting requirements issued by the Governmental Accounting Standards Board (GASB).

The Accounting Department is responsible for recording all financial activity in the General Ledger; processing the accounts payable warrant on a weekly basis and the payroll warrant on a bi-weekly basis; processing, reviewing, and liquidating purchase orders as necessary and in accordance with town policies and state procurement laws; maintaining all contract and bid files; and recording and updating fixed asset records.

The general ledger is where transactions for all Town funds are recorded. This includes general government funds, revolving funds, grant and gift accounts, water/sewer and solid waste enterprises, trust funds, and the light department activity.

ACCOUNTING

The purchase order program encumbers funds by subtracting them from the budget and reducing the available balance. Approximately 630 purchase orders were issued during fiscal 2018. Before a purchase order is issued we must confirm that proper procurement procedures have been followed and documented, that applicable contracts will be in place, and funds are available. Invoices are matched to purchase orders when paid. There were approximately 15,530 invoices processed in fiscal 2018, resulting in approximately 6,400 vendor checks being issued.

2018 HIGHLIGHTS

The Mountview School Building project has entered the closeout phase. For all phases of the Mt. View project, we are responsible for all our normal processing and retention requirements, and also for submitting all costs incurred into the Massachusetts School Building Authority's (MSBA) web based "pay-as-you-build progress payment system" known as ProPay. All costs must be entered by budget category and backup documentation must be submitted to MSBA for review before reimbursement can be made. The MSBA audits the invoices submitted and reimburses the town for its share of eligible project costs. This is a benefit to the town as we do not have to borrow the MSBA's share of the project which reduces the amount of debt, interest and borrowing costs of the Town. Due to the large volume and the dollar amount of expenditures relating to this project, requests for reimbursement are typically prepared on a monthly basis. During fiscal 2018 a total of three reimbursement requests were submitted to MSBA. As of June 30, 2018, the Town has expended a total of \$44,708,552 on the Mt View School Project, for feasibility and construction, and has received a total of \$23,179,769 with an additional \$796,727 to date, to be received upon final MSBA closeout.

The accounting office continues to manage the ongoing grants from the State 911 Department for the development of the Wachusett Regional Emergency Communications Center. The Town has been awarded a total of \$2,700,934 for the project for fiscal years 2012 through 2017. In July of 2018 the town was awarded a fiscal 2019 development grant in the amount of \$40,292 to conduct a feasibility study to explore the option of adding another community to the regional center. All expenditures related to this project must be submitted to the State 911 Department for reimbursement and we have assisted in the completion of the reporting requirements to ensure that the Town receives all funding in a timely manner.

For the fourth consecutive year the Town has participated in the Certified Public Expenditure (CPE) program offered by the Executive Office of Health and Human Services (EOHHS). This is a voluntary program that allows ambulance providers to claim federal reimbursement for allowable certified public expenditures based on annual costs. Given the financial data required for this report, a majority of the report is completed by the Town Accountant. As a result of this process the town received \$35,975 in fiscal 2018 for the fiscal 2017 CPE report.

ACCOUNTING

In preparing the budget for fiscal year 2018 the policy on the use of the Town's free cash and also the capital planning and improvement plan were adhered to. The free cash policy recommends that a maximum of fifty percent (50%) of free cash will be used to fund operating expenses. This policy allows the Town to continue building reserves, provides for unanticipated decreases in revenue in following years, and keeps an amount of free cash available for appropriation by a Special Town Meeting if a need arises. The capital improvement plan forecasts and plans for the capital acquisitions requested by all departments. The Town's capital needs are analyzed and prioritized and the goal is to devote approximately 4% of our budget as an investment in our assets and infrastructure.

The Town's balance sheet and free cash calculations for fiscal year 2018 were submitted on October 15, 2018 and were certified by the Department of Revenue. The annual state report of revenues and expenditures also known as "Schedule A" was completed and submitted well before the November 30th deadline. The fiscal year 2018 annual audit has been completed by the independent audit firm of R.E. Brown CPA.

Audited financial statements are available at any time by visiting the accountant's web page at holdenma.gov or by contacting the accounting office. The financial statements included in this report are unaudited for the year ending June 30, 2018.


ACCOUNTING

BUDGET RECAP

	BUDGET	TRNF IN	TRNF OUT	BUDGET	EXPENDED
GENERAL GOVERNMENT					
Salary and Wages	1,555,373 \$	- \$	- \$	1,555,373 \$	1,444,104
Expenditure	4,244,331	-	-	4,244,331	3,920,095
Capital Outlay	15,000	-	-	15,000	2,916
Total	5,814,704	-	-	5,814,704	5,367,115
DEBT					
Municipal	1,380,593	-	-	1,380,593	1,380,592
School	4,483,225	-	-	4,483,225	4,221,764
Total	5,863,818	-	-	5,863,818	5,602,356
PUBLIC SAFETY					
Salary and Wages	4,641,327	-	-	4,641,327	4,088,468
Expenditure	743,168	-	-	743,168	696,723
Capital Outlay	414,000	-	-	414,000	68,121
Total	5,798,495	-	-	5,798,495	4,853,312
PUBLIC WORKS					
Salary and Wages	1,489,946	-	5,957	1,483,989	1,398,328
Expenditure	1,018,725	-	54,659	964,066	871,306
Capital Outlay	963,000	-	-	963,000	280,301
Snow Removal	500,000	60,616	-	560,616	560,616
Total	3,971,671	60,616	60,616	3,971,671	3,110,551
HUMAN SERVICES					
Salary and Wages	258,589	-	-	258,589	248,338
Expenditure	87,900	-	-	87,900	78,976
Capital Outlay	65,000	-	-	65,000	-
Total	411,489	-	-	411,489	327,314
EDUCATION					
WRSD	24,304,111	-	-	24,304,111	24,304,111
WRSD Trans	1,884,700	-	-	1,884,700	1,884,700
VOC	799,232	-	-	799,232	789,852
Total	26,988,043	-	-	26,988,043	26,978,663
CULTURE					
Salary and Wages	611,126	-	-	611,126	599,112
Expenditure	262,657	-	-	262,657	258,460
Capital Outlay	-	-	-	-	-
Total	873,783	-	-	873,783	857,572
TOTAL GENERAL FUND	49,722,003	60,616	60,616	49,722,003	47,096,883

ACCOUNTING

BUDGET RECAP

	BUDGET	TRNF IN	TRNF OUT	BUDGET	EXPENDED
WATER/SEWER ENTERPRISE FUND					
Salary and Wages	628,354	-	-	628,354	616,754
Expenditure	6,739,683	-	-	6,739,683	6,082,474
Capital Outlay	595,000	-	-	595,000	501,586
TOTAL WATER/SEWER	7,963,037 	-	-	7,963,037	7,200,814
SOLID WASTE ENTERPRISE FUND					
Salary and Wages	50,296	-	-	50,296	44,158
Expenditure	1,226,094	-	-	1,226,094	1,174,055
TOTAL SOLID WASTE	1,276,390	-	-	1,276,390	1,218,213
TOTAL BUDGET	\$ 58,961,430	\$ 60,616	\$ 60,616	\$ 58,961,430	\$ 55,515,910

ACCOUNTING BALANCE SHEET

TOWN OF HOLDEN COMBINED BALANCE SHEET JUNE 30, 2018

ASSETS	GENERAL	SPECIAL REVENUE	CAPITAL PROJECTS	TRUST & AGENCY	MUNICIPAL LIGHT	WATER SEWER	SOLID WASTE	LONG-TERM OBLIGATION	JUNE 30, 2018
Cash & short-term investments	10,735,324.55	2,507,687.64	4,765,053.68	967,956.88	1,417,041.09	4,323,510.22	437,133.48		25,153,707.54
Investments				8,486,453.61	1,979,448.33				10,465,901.94
Receivables (Net of allowances for uncollectables)									
Personal property	35,873.94								35,873.94
Real estate	226,854.37								226,854.37
Excise	277,745.21								277,745.21
Tax liens	811,508.54				131.17	654.60	17.25		812,311.56
Special assessments						2,695,867.81			2,695,867.81
Ambulance	862,520.82				(114.00)				862,520.82
Other	99,067.32				771,319.82	478,685.51	86,996.40		98,953.32
User charges									1,337,001.73
Due from Light Enterprise									0.00
Due from Commonwealth of MA	10,898.00	41,068.34							51,966.34
Due from Wachusett Regional School Dist		349.26							349.26
Due from Federal Government		99,622.50							99,622.50
Amts to be provided for retirement of long-term debt								44,458,334.00	44,458,334.00
TOTAL ASSETS	13,059,792.75	2,648,727.74	4,765,053.68	9,454,410.49	4,167,826.41	7,498,718.14	524,147.13	44,458,334.00	86,577,010.34
LIABILITIES AND FUND BALANCES									
LIABILITIES									
Accounts and warrants payable		56,692.42	9,793.56	29,088.75	146,405.93	64,446.63	50,524.24		836,233.62
Due to General Fund	479,282.09								0.00
BANS payable			875,000.00						875,000.00
Other liabilities	21,370.95			872,916.31	250,966.01	4,806.43			1,150,059.70
Deferred revenue	875,316.93	0.00			771,336.99	3,175,207.92	87,013.65		4,908,875.49
Reserve for Abatements and exemptions	1,438,253.27								1,438,253.27
General obligation bonds payable								44,458,334.00	44,458,334.00
TOTAL LIABILITIES	2,814,223.24	56,692.42	884,793.56	902,005.06	1,168,708.93	3,244,460.98	137,537.89	44,458,334.00	53,666,756.08
FUND BALANCES									
Reserved For				0.00					2,815,632.71
Encumbrances	1,728,683.57	63,996.34							3,575,893.80
Expenditure	2,150,958.80				1,979,448.33		36,000.00		1,979,448.33
Depreciation fund									9,267.96
Reduction of future debt excluded debt	9,267.96								333,915.78
Reserved Excess Appropriation-Mt View	333,915.78	562,120.84							562,120.84
Appropriation									
Unreserved									
Unreserved	6,022,743.40	1,965,918.14	3,880,260.12	8,552,405.43	1,019,669.15	1,842,369.36	350,609.24		23,633,974.84
TOTAL FUND BALANCES	10,245,569.51	2,592,035.32	3,880,260.12	8,552,405.43	2,999,117.48	4,254,257.16	386,609.24	0.00	32,910,254.26
TOTAL LIABILITIES AND FUND BALANCES	13,059,792.75	2,648,727.74	4,765,053.68	9,454,410.49	4,167,826.41	7,498,718.14	524,147.13	44,458,334.00	86,577,010.34

ACCOUNTING

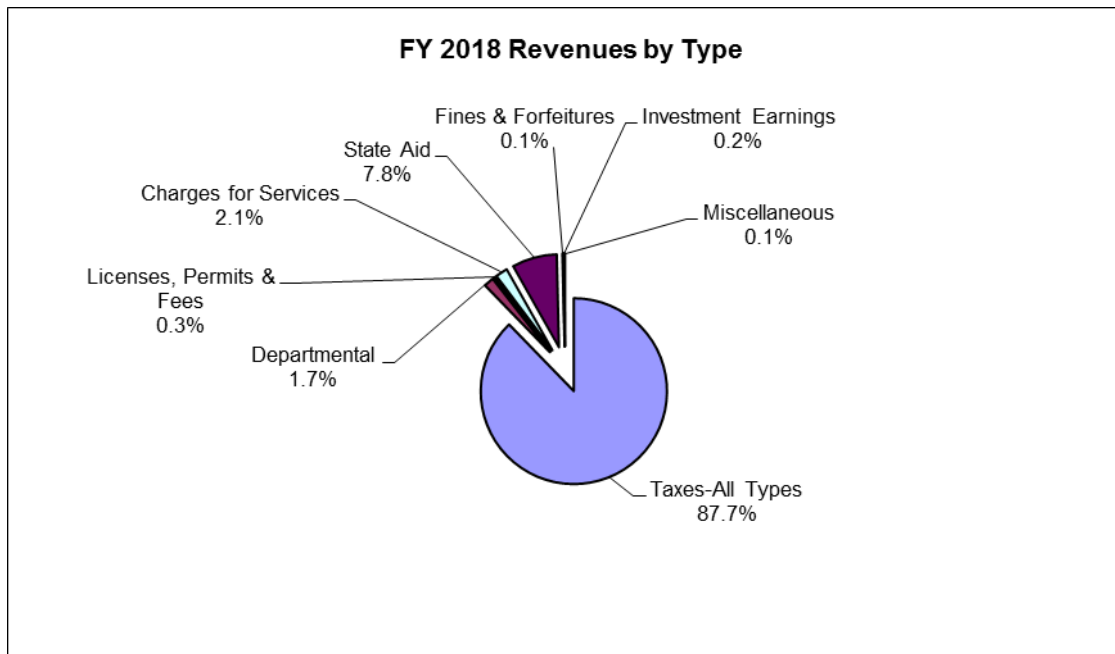
REVENUE COMPARISON – GENERAL FUND

NET OF REFUNDS

REVENUE SOURCE	FY18 ESTIMATE	FY18 ACTUAL	FY19 ESTIMATE
MOTOR VEHICLE EXCISE	2,100,000	2,948,812	2,300,000
FARM/FOREST EXCISE	0	0	0
PENALTIES/INTEREST	115,000	167,789	115,000
LIEU OF TAX	1,043,435	1,041,687	1,043,435
CHARGES FOR SERVICES	852,000	1,036,987	850,000
FEES	386,450	432,606	364,801
RENTALS	97,500	113,201	97,500
LIBRARY	19,500	19,311	19,500
CEMETERY	13,000	12,209	13,000
OTHER DEPARTMENTAL	49,900	74,667	49,900
LICENSES/PERMITS	95,415	125,980	96,415
FINES	45,800	52,589	45,800
INVESTMENT INCOME	60,000	82,015	60,000
MISC RECURRING	196,400	196,400	210,375
MISC NON-RECURRING	60,000	210,083	75,000
SEPTIC	41,500	52,585	41,500
TOTAL LOCAL	5,175,900	6,566,921	5,382,226
CHERRY SHEET	2,116,325	2,108,744	2,116,325
SBAB	1,732,788	1,732,788	1,732,787
TAXES	38,896,227	38,465,933	41,792,866
TAXES PRIOR YEARS	-	177,590	-
TAX LIENS	-	80,393	-
FORECLOSURE	-	-	-
CONVEYANCE TAX	-	21,251	-
LIGHT DEPT	147,163	147,163	150,106
TOTAL OTHER REVENUE	42,892,503	42,733,862	45,792,084
TOTAL GENERAL FUND REVENUE	\$ 48,068,403	\$ 49,300,783	\$ 51,174,310

ACCOUNTING

REVENUE COMPARISON – GENERAL FUND



ACCOUNTING

FREE CASH

The General Fund Undesignated Fund Balance is the amount by which cash and receivables exceed current liabilities and commitments.

The available amount is calculated and certified each year by the Commonwealth's Department of Revenue based upon the balance sheet submitted by the town accountant.

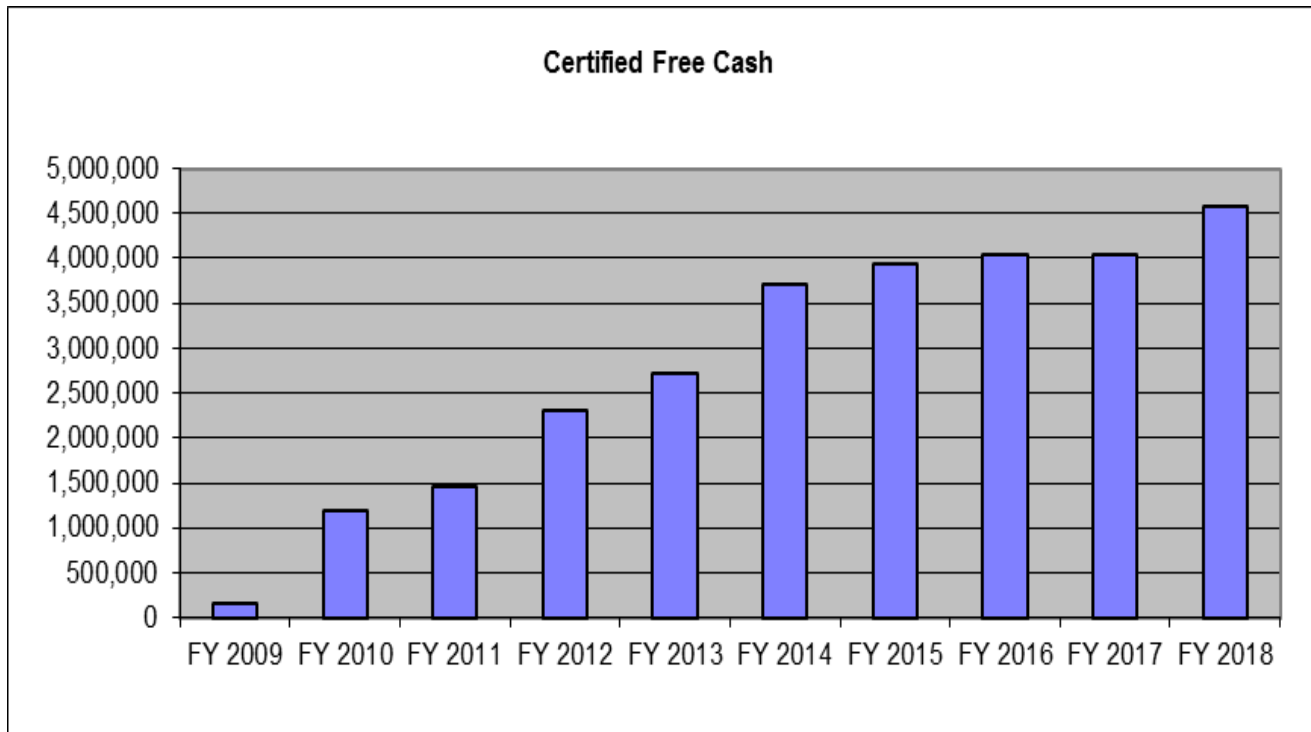
The amount available is what becomes known as "Free Cash." Free Cash can then be appropriated either for a specific expenditure or to reduce the tax rate.

Approximately 49% of the Free Cash certified as of June 30, 2017 was left unappropriated and is now part of the Free Cash certified as of June 30, 2018. For the fiscal 2019 budget, free cash was appropriated into the following funds: \$100,000 into the fire equipment stabilization fund; \$100,000 into the public works depreciation fund; \$500,000 into the general stabilization fund; \$100,000 into the open space stabilization fund; \$18,000 into the regional dispatch stabilization fund; \$404,693 into the Other Post Employment Benefits Trust Fund (OPEB); and \$850,771 was appropriated for various capital projects for the town.

	Certified	Used
Fiscal 2019		2,073,464
Fiscal 2018	4,584,490	2,270,884
Fiscal 2017	4,046,928	2,948,473
Fiscal 2016	4,048,834	2,158,787
Fiscal 2015	3,934,728	786,512
Fiscal 2014	3,714,663	1,013,324
Fiscal 2013	2,711,441	908,344
Fiscal 2012	2,295,926	704,693
Fiscal 2011	1,453,351	81,644
Fiscal 2010	1,196,281	216,851
Fiscal 2009	162,788	550,000
Fiscal 2008	216,851	1,408,676
Fiscal 2007	728,081	921,747
Fiscal 2006	1,428,676	609,681
Fiscal 2005	921,747	462,499
Fiscal 2004	609,681	850,626
Fiscal 2003	462,499	763,467

ACCOUNTING

FREE CASH



Approximately 49% of the Free Cash certified as of 6/30/17 was left unappropriated and is now part of the 6/30/18 Free Cash. For the fiscal 2019 budget, free cash was appropriated into the following stabilization funds: DPW depreciation \$100,000; Fire Equipment Stabilization \$100,000; General Stabilization fund \$500,000; Open Space Stabilization \$100,000; Regional Dispatch Stabilization \$18,000; and Other Post Employment Trust Fund \$404,693. A total of \$850,771 was appropriated for various Capital Projects for the Town.

ACCOUNTING

FIVE YEAR BUDGET ANALYSIS

OPERATING BUDGET

	ACTUAL FY 2014	ACTUAL FY 2015	ACTUAL FY 2016	ACTUAL FY 2017	ACTUAL FY 2018
GENERAL GOVERNMENT					
Salary and Wages	\$ 1,211,592	\$ 1,368,784	\$ 1,454,059	\$ 1,507,824	\$ 1,444,104
Expense	3,164,470	3,311,465	3,479,659	3,830,528	3,920,095
Capital Outlay	697	-	1,845	71,813	2,916
Total	4,376,759	4,680,249	4,935,563	5,410,165	5,367,115
DEBT RETIREMENT					
Municipal	811,139	819,199	1,472,277	1,504,216	1,380,592
School	2,906,369	2,939,339	2,718,524	4,062,483	4,221,764
Total	3,717,508	3,758,538	4,190,801	5,566,699	5,602,356
PUBLIC SAFETY					
Salary and Wages	3,572,247	3,744,274	3,906,887	4,123,856	4,088,468
Expense	698,209	664,778	652,668	640,987	696,723
Capital Outlay	168,778	494,051	190,895	206,411	68,121
Total	4,439,234	4,903,103	4,750,450	4,971,254	4,853,312
PUBLIC WORKS					
Salary and Wages	1,355,683	1,399,358	1,380,109	1,342,200	1,398,328
Expense	645,332	695,587	699,966	843,236	871,306
Capital Outlay	773,800	782,763	571,380	470,605	280,301
Snow Removal	528,594	536,874	471,051	509,321	560,616
Total	3,303,409	3,414,582	3,122,506	3,165,362	3,110,551
HUMAN SERVICES					
Salary and Wages	222,930	228,704	240,779	237,282	248,338
Expense	76,371	66,136	115,465	82,637	78,976
Capital Outlay	6,194	12,625	14,500	-	-
Total	305,495	307,465	370,744	319,919	327,314
EDUCATION					
WRSD Assessment	20,675,351	21,033,709	21,547,554	23,194,312	24,304,111
WRSD Transportation	1,205,104	898,257	1,344,611	1,573,421	1,884,700
Vocational Ed	578,847	787,159	825,922	716,012	789,852
Total	22,459,302	22,719,125	23,718,087	25,483,745	26,978,663
CULTURE					
Salary and Wages	550,274	552,369	581,018	585,799	599,112
Expense	234,803	236,060	247,635	258,955	258,460
Capital Outlay	1,291	-	-	24,375	-
Total	786,368	788,429	828,653	869,129	857,572
TOTAL GENERAL FUND	39,388,075	40,571,491	41,916,804	45,786,273	47,096,883

ACCOUNTING

FIVE YEAR BUDGET ANALYSIS

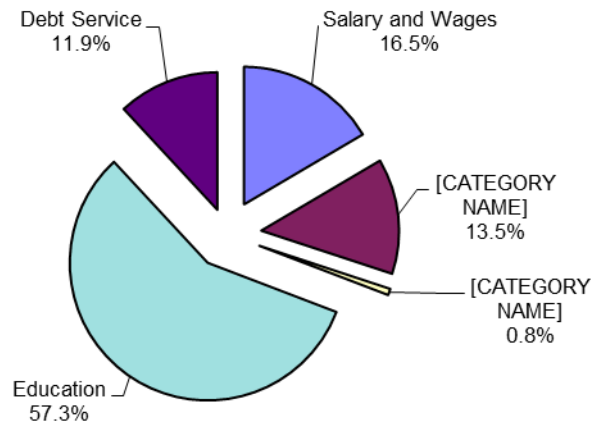
OPERATING BUDGET

	ACTUAL FY 2014	ACTUAL FY 2015	ACTUAL FY 2016	ACTUAL FY 2017	ACTUAL FY 2018
WATER/SEWER ENTERPRISE FUND (FUNDED FROM RATES AND NOT TAXES)					
Salary and Wages	509,488	547,818	597,738	595,332	616,754
Expense	4,652,719	5,025,499	5,337,659	5,956,463	6,082,474
Capital Outlay	505,033	406,006	360,912	127,954	501,586
TOTAL WATER/SEWER	5,667,240	5,979,323	6,296,309	6,679,749	7,200,814
SOLID WASTE ENTERPRISE FUND (FUNDED FROM FEES AND NOT TAXES)					
Salary and Wages	34,070	31,371	25,796	42,850	44,158
Expense	1,050,752	1,088,214	1,063,545	1,092,775	1,174,055
TOTAL SOLID WASTE	1,084,822	1,119,585	1,089,341	1,135,625	1,218,213
TOTAL BUDGET	\$ 46,140,137	\$ 47,670,399	\$ 49,302,454	\$ 53,601,647	\$ 55,515,910
DEBT RETIRED BY IIF					
Municipal	\$ 544,449	\$ 547,889	\$ -	\$ -	\$ -
School	-	-	-	-	-
Total	\$ 544,449	\$ 547,889	\$ -	\$ -	\$ -

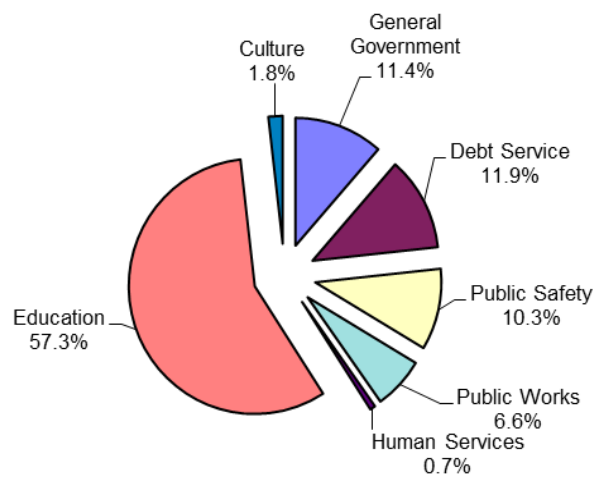
ACCOUNTING

FIVE YEAR BUDGET ANALYSIS

FY 2018 Operational Expenditures by Type



FY 2018 Operational Expenditures by Department



ACCOUNTING

BUDGET ESTIMATES – FY2019

	FY2019 BUDGET	EXPENDED AS OF 12/31/2018	ESTIMATED EXPENDITURES
GENERAL GOVERNMENT			
Salary and Wages	\$ 1,664,199	\$ 749,751	\$ 1,196,046
Expenditure	4,576,165	3,035,056	4,576,165
Capital Outlay	51,040	9,540	51,040
Total	6,291,404	3,794,347	5,823,251
DEBT			
Municipal	1,261,167	388,030	1,261,167
School	4,357,475	2,752,063	4,175,799
Total	5,618,642	3,140,093	5,436,966
PUBLIC SAFETY			
Salary and Wages	4,731,891	1,905,282	4,817,362
Expenditure	735,650	254,792	735,650
Capital Outlay	213,500	17,042	213,500
Total	5,681,041	2,177,116	5,766,512
PUBLIC WORKS			
Salary and Wages	1,496,351	684,208	1,514,847
Expenditure	894,175	363,532	894,175
Capital Outlay	791,000	92,195	791,000
Snow Removal	500,000	121,581	500,000
Total	3,681,526	1,261,516	3,700,022
HUMAN SERVICES			
Salary and Wages	270,217	118,429	268,338
Expenditure	89,950	41,009	89,950
Capital Outlay	50,000	-	50,000
Total	410,167	159,438	408,288
EDUCATION			
WRSD	26,083,029	13,041,515	26,083,029
WRSD Trans	2,004,018	1,002,009	2,004,018
VOC	835,988	417,994	835,988
Total	28,923,035	14,461,518	28,923,035
CULTURE			
Salary and Wages	623,519	283,369	628,844
Expenditure	266,432	125,875	266,432
Capital Outlay	-	-	-
Total	889,951	409,244	895,276
TOTAL GENERAL FUND	51,495,766	25,403,272	50,953,350

ACCOUNTING

BUDGET ESTIMATES – FY2019

	FY2019 BUDGET	EXPENDED AS OF 12/31/2018	ESTIMATED EXPENDITURES
WATER/SEWER ENTERPRISE FUND			
Salary and Wages	647,925	270,071	613,000
Expenditure	7,159,000	2,988,091	7,159,000
Capital Outlay	250,000	14,163	250,000
TOTAL WATER/SEWER	8,056,925	3,272,325	8,022,000
SOLID WASTE ENTERPRISE FUND			
Salary and Wages	50,847	8,815	73,366
Expenditure	1,248,940	563,856	1,248,940
TOTAL SOLID WASTE	1,299,787	572,671	1,322,306
TOTAL BUDGET	\$ 60,852,478	\$ 29,248,268	\$ 60,297,656

TREASURER/TAX COLLECTOR'S OFFICE

Sharon A. Lowder, Treasurer/Collector, CMMT, CMMC (left)

Erin Trainor, Assistant Treasurer/Collector (left center)

Jennifer J. Keevan, Senior Accounts Clerk (right)

Jodi Mariano—Senior Accounts Clerk (right center)



The office of the Treasurer and Tax Collector has many responsibilities. The Tax Collector's duties include the collection, reconciliation and reporting of all real estate, personal property and motor vehicle excise taxes as well as electric and water/sewer rates and trash fees. These receivables are often paid through the mail, both directly to the office or to a lockbox. Holden residents can also remit their payments in person at the Collector's office as well as online.

Included in the Tax Collector's duties is the preparation of legal documents relative to the real estate parcels located in the Town of Holden. A Municipal Lien Certificate (MLC) is prepared when a property is being conveyed or refinanced to certify the tax status of the parcel. The Collector's office completed 578 Municipal Lien Certificates in FY 2018. A Certificate for Dissolving Betterments is created to release a paid Betterment Lien from a property. Liens were placed on properties eligible for the Town of Holden Sewer project in conjunction with the Mass Department of Conservation and Recreation (formerly the MDC) which provided sewer access to over 2,500 parcels. Interest free connection loans were also made available to homeowners who opted to connect to the Town's sewer system. Once these liens have been paid in full, either through the real estate tax bills or in advance, a Certificate for Dissolving Betterments is prepared and recorded at the Worcester Registry of Deeds to remove the lien. The Collector's office prepared 49 Certificates for Dissolving Betterments in FY 2018.

The Town Treasurer is the custodian of all Town of Holden funds which must be deposited and invested in accordance with Massachusetts General Laws. The Town of Holden bank accounts are balanced daily. Cash and receipts are reconciled with the Town Accountant's office each month.

TREASURER/TAX COLLECTOR'S OFFICE

The office creates and maintains the payroll records for all Town of Holden employees. The biweekly Town payrolls are prepared and employee deductions such as taxes, insurance, retirement, union dues, child support and tax deferred compensation are reconciled and distributed to the correct agencies. The Treasurer is also responsible for the administration of employee benefits which has become more complicated with the onset of state and federal health care reform and more offerings such as flexible spending accounts.

The Treasurer/Collector's office also processes the weekly Accounts Payable warrants which must be balanced with the Accounting office. The Treasurer must fund the warrant, wire funds for certain expenditures and mail the remaining checks each Friday.

TREASURER/COLLECTOR'S OFFICE STAFFING

Treasurer/Collector, Sharon Lowder maintained certification as a Massachusetts Certified Municipal Treasurer/Collector. Assistant Treasurer/Collector Erin Trainor began to take the required classes to work toward certification through the Massachusetts Collectors & Treasurers Association. Senior Accounts Clerks Jennifer Keegan and Jodi Mariano continue to accurately maintain the Real Estate, Personal Property and Motor Vehicle Excise Tax bills.

MOUNTVIEW SCHOOL CONSTRUCTION

In April of 2013, the Town of Holden voters authorized the replacement of the Mountview Middle School and the borrowing to fund the construction. In 2018 the Town of Holden renewed a Bond Anticipation Note (BAN) in the amount of \$875,000. This BAN will be renewed until the final cost of the project is determined at which time the Treasurer may permanently borrow the necessary funds to complete the financing for the Mountview Middle School Project if necessary.

BORROWING

The Treasurer is responsible for borrowing funds for various town projects authorized at the annual Town Meeting. This process involves working with our financial advisors and providing the appropriate documentation before funds can be borrowed. Once the borrowing is complete, the Treasurer must continue to file an "Annual Disclosure" to update the financial status of the Town of Holden. It is also incumbent upon the Treasurer to monitor the spending of borrowed funds so that they are spent within the mandated timeframe to avoid IRS penalties.

TREASURER/TAX COLLECTOR'S OFFICE

In addition to the Mountview Middle School BAN renewal, Holden also borrowed an additional \$2,440,000 for Water/Sewer improvements and Town vehicle replacements in FY 2018.

The Town of Holden maintained a very favorable bond rating of AA+ with Standard & Poor's and Moody's raised the Town's bond rating to AA2. These positive ratings will benefit the Town's position when borrowing funds for various projects.

ONLINE PAYMENTS

The Holden Municipal Light Department has been continuing to expand the online utility payments for Holden Residents. The Department of Planning & Development and the DPW issue permits online. The Town Clerk and the Recreation Department continue to receive payments online. In addition, Holden residents may make donations online through the Town's website. Donations may be made to the Help at Home fund which provides assistance to Holden residents in need. Online donations can also be made for the Memorial Day Parade, the Light-a-Light bandstand fund, the Holden 275th fund and Holden Community Garden. With so many payment options available, the Treasurer/Collector's office is constantly developing more efficient methods of the reconciliation and reporting of these funds on a daily basis.

TREASURER/TAX COLLECTOR'S OFFICE

RECEIPTS

Cash on Hand – July 1, 2017

\$23,587,713.19

GENERAL FUNDS

Accounting	Departmental Reimbursements	16,400.00
	Miscellaneous Refund	9.23
Assessors	Miscellaneous	1,095.00
Buildings & Grounds	Miscellaneous	788.00
	Departmental Reimbursements	28,000.00
	Cemetery Receipts	11,639.00
	Rental – Town Buildings	18,655.00
Commonwealth of Mass	CDC Fines	2,670.00
	DCR Lieu of Taxes	919,615.57
	Mass Health Ambulance Receipts	13,658.14
	Registry Motor Vehicle Fees	48,325.68
	Reimb - RE Tax Exemptions	55,372.00
	Emergency Management	35,975.00
	Fire HAZMAT	10,453.85
	School Aid – Chapter 70	5,499.00
	School Construction Reimburse	1,732,788.00
	State-Owned Land	90,691.00
	Unrestricted State Aid	1,909,993.00
	Urban Redevelopment	95,745.00
	Veterans Benefits	46,271.00
Data Processing	Departmental Reimbursements	89,000.00
	Legal Settlement	567.43
Dept. of Public Works	Miscellaneous	54,011.79
	Departmental Reimbursements	17,500.00
	Worker's Comp Reimbursements	23,409.94
Fire Dept.	Miscellaneous	33,811.48
	Ambulance Receipts	850,926.84
	Ambulance Medicare	137,705.38
	Fire Private Duty Surcharge	124.20
	Worker's Comp Reimbursements	18,708.22
Library	Miscellaneous	19,311.31
Miscellaneous Receipts	Bond Issue	547,500.00
	Bond Premium	22,500.00
	Interest Earnings	103,224.44
	In Lieu of Taxes-Light Department	147,163.00
	Proceeds of Investments	1,729,145.41
	WRSD School Lease Fees	143,901.24

TREASURER/TAX COLLECTOR'S OFFICE

RECEIPTS

Planning & Development	Miscellaneous	49,137.00
Police Department	Inter-Municipal Agreement	211,445.00
	Miscellaneous	11,778.00
	WRSD Liaison Officer	35,000.00
	Police Private Duty Surcharge	10,417.83
Sealer Weights & Measure	Miscellaneous	2,427.00
Selectmen	Miscellaneous	18,595.00
Senior Citizens	Senior Citizens Transportation	45,853.02
Town Clerk	Miscellaneous	72,544.05
Town Collector	Charges & Interest - Taxes	50,069.19
	Charges & Interest – MVE	65,983.55
	City of Worcester Lieu of Taxes	71,795.55
	Holden Housing Lieu Tax	2,611.32
	Income & Expense Lien-2017	250.00
	Income & Expense Lien-2018	9,200.00
	Motor Vehicle 1987-2015	4,422.18
	Motor Vehicle – 2016	17,719.54
	Motor Vehicle – 2017	521,904.28
	Motor Vehicle – 2018	2,457,586.26
	Personal Property – 2016	33.19
	Personal Property – 2017	1,884.10
	Personal Property – 2018	475,918.75
	Real Estate – 2017	175,799.67
	Real Estate – 2018	38,184,211.06
	Rollback Tax	21,250.66
	Supplemental Real Est. – 2017	31,384.28
	Supplemental Real Est. – 2018	99,018.61
Town Manager	Miscellaneous	690.00
	Departmental Reimbursements	10,500.00
	Sale of Town Property	36,551.37
Treasurer	Miscellaneous	2,683.41
	Civil Process Fees	105.00
	Departmental Reimbursements	35,000.00
	Certificates of Municipal Liens	28,900.00
	Certs for Dissolving Betterments	196.00
	Private Duty Surcharge & Medicare	13,601.94
	Registry of MV Fees	12,800.00
	Tax Title & Interest	123,115.52

TREASURER/TAX COLLECTOR'S OFFICE

RECEIPTS

Registry of MV Fees	12,800.00
Tax Title & Interest	123,115.52
TOTAL GENERAL FUNDS	<u>\$51,894,536.48</u>

CABLE TV FUND

Cable TV	CATV Annual Grant	291,831.73
	CATV Reimbursement	2,729.00
	TOTAL CABLE FUNDS	<u>\$294,560.73</u>

RECREATION 53D FUND

Recreation Department	Miscellaneous	319,698.00
	Interest Earned	220.96
	TOTAL RECREATION 53D FUNDS	<u>\$319,918.96</u>

REVOLVING FUNDS

Various Departments	Insurance Recovery	15,966.71
	TOTAL REVOLVING FUNDS	<u>\$15,966.71</u>

INSPECTIONS REVOLVING

Planning & Development	Miscellaneous	235,151.75
	TOTAL INSPECTIONS REVOLVING	<u>\$235,151.75</u>

RECREATION FUND

Recreation	Miscellaneous	<u>542,245.98</u>
	TOTAL RECREATION FUND	<u>\$542,245.98</u>

SPECIAL REVENUE

Buildings & Grounds	Cemetery – Res. for Approp.	4,433.90
Commonwealth of Mass.	Arts Lottery Council	5,600.00
	Elder Affairs	34,765.00
	Emergency Preparedness	12,130.09
	Fire SAFE Grant	8,673.00
	Planning Grant	10,000.00
	Police Grant	1,962.42
	Police 911 Grant	1,171,276.47
	Police Support & Incentive Grant	219,274.55
	Recycling Grant	9,900.00
	State Aid to Libraries	31,580.97

TREASURER/TAX COLLECTOR'S OFFICE

RECEIPTS

	Transportation Grant	893.80
Dept. of Public Works	Fuel Reimbursement	4,731.41
	Miscellaneous	13.40
Fire Department	Fire Department Fund	3,973.20
	Ambulance Fund	290.00
Library	Special Gifts	2,916.17
Miscellaneous	Bond Premium	57,445.14
	Community Garden	35.00
	Holden 250th	5,280.15
	Interest Earned	24.30
Payroll Deductions	Selectmen Fund	170.00
Planning/Development	Planning Grant	101,976.07
Police	Police Fund	1,590.00
	Police Law Enforcement Trust	1,120.50
	Police Grant	604.36
Senior Citizens	Council on Aging Fund	17,041.39
	Help at Home	19,303.22
	Senior Citizen Grant	500.00
Town Manager	Gift to Town	102.71
	Memorial Day Donations	5,780.00
	TOTAL SPECIAL REVENUE	<u>\$1,733,387.22</u>

MOUNTVIEW SCHOOL BUILDING

Miscellaneous	Bond Anticipation Notes	875,000.00
	Miscellaneous Refund	<u>175.90</u>
	TOTAL MOUNTVIEW SCHOOL BLDG	<u>\$875,175.90</u>

SEWER PROJECT

Town Collector	Connection Loan – 2017	80.00
	Connection Loan – 2018	40,653.14
	Connection Loan Pd in Advance	9,903.80
	Sewer Assessment – 2017	2,267.03
	Sewer Assessment – 2018	231,337.97
	Sewer Assessment Paid in Advance	<u>61,228.00</u>
	TOTAL SEWER PROJECT	<u>\$345,469.94</u>

WATER/SEWER FUND

Dept. of Public Works	Miscellaneous	310,584.58
	Water Connection Deposits	128,050.00
	Sale of Town Property	2,102.01

TREASURER/TAX COLLECTOR'S OFFICE

RECEIPTS

Miscellaneous Receipts	Bond Proceeds & Premium	1,945,000.00
Town Collector	Rates	5,877,538.48
	Water Liens & Charges – 2017	35.95
	Water Lien & Charges – 2018	<u>1,746.58</u>
	TOTAL WATER/SEWER	<u>\$8,265,057.60</u>

LIGHT FUNDS

Light Department	Miscellaneous	931,400.44
	Worker's Comp Ins Reimbursements	109.15
Misc. Receipts	Interest on Investments	25,572.56
	Proceeds of Investments	300,000.00
Town Collector	Light Lien – 2017	161.33
	Light Lien – 2018	681.64
	Light Meter Deposits	66,565.00
	Misc. Receivables	12,809.12
	Rates	<u>\$13,921,849.79</u>
	TOTAL LIGHT FUNDS	<u>\$15,259,149.03</u>

SOLID WASTE FUND

Misc. Receipts	Interest Earned	2,417.55
Planning & Development	Trash Bags/Misc S/W	26,236.85
Town Collector	Trash Fees	1,195,080.88
	Trash Lien – 2017	112.12
	Trash Lien – 2018	<u>215.25</u>
	TOTAL SOLID WASTE	<u>\$1,224,062.65</u>

OPEB FUNDS

Miscellaneous Receipts	Investment Earnings	104,619.38
	TOTAL OPEB FUNDS	<u>\$104,619.38</u>

REGIONAL DISPATCH STABILIZATION FUND

Miscellaneous Receipts	Investment Earnings	317.72
	TOT. REG DISPATCH STAB FUNDS	<u>\$317.72</u>

OPEN SPACE STABILIZATION FUND

Miscellaneous Receipts	Investment Earnings	1,528.62
	TOT. OPEN SPACE STAB FUNDS	<u>\$1,528.62</u>

TREASURER/TAX COLLECTOR'S OFFICE

RECEIPTS

GENERAL STABILIZATION FUND

Miscellaneous Receipts	Investment Earnings	56,108.89
	TOTAL GENERAL STABILIZATION	<u>\$56,108.89</u>

WATER/SEWER STABILIZATION FUND

Miscellaneous Receipts	Investment Earnings	2,767.11
	TOTAL W/S STABILIZATION	<u>\$2,767.11</u>

TRUST FUNDS

Buildings & Grounds	Cemetery Funds	8,791.10
Misc. Receipts	Wachusett Fund	39,646.00
	Library Funds	1,350.00
	Investment Earnings	<u>20,376.31</u>
	TOTAL TRUST FUNDS	<u>\$70,163.41</u>

DPW DEPRECIATION FUND

Miscellaneous Receipts	Investment Earnings	4,238.84
	TOTAL DPW DEPRECIATION FUND	<u>\$4,238.84</u>

CONSERVATION FUND

Miscellaneous Receipts	Investment Earnings	350.96
	TOTAL CONSERVATION FUND	<u>\$350.96</u>

FIRE STABILIZATION FUND

Miscellaneous Receipts	Investment Earnings	3,908.88
	TOTAL FIRE STABILIZATION FUND	<u>\$3,908.88</u>

INFRASTRUCTURE INVESTMENT FUND

Miscellaneous Receipts	Investment Earnings	609.38
	TOTAL INFRASTRUCTURE INVEST	<u>\$609.38</u>

AGENCY FUNDS

Commonwealth of Mass	Private Duty	5,020.00
Department of Public Works	Security Deposits	14,127.75
Fire Department	Fire Private Duty	2,911.97

TREASURER/TAX COLLECTOR'S OFFICE

RECEIPTS

Miscellaneous	Dental Insurance Payments	2,119.72
	Life Ins Payments	3,118.92
	Health Ins Payments	212,044.31
	Retirees Ins Reimbursements	18,700.52
	Interest Earned	1,591.94
Payroll Deductions	Federal Tax	1,344,058.49
	State Tax	520,882.74
	Medicare	153,282.39
	OBRA Mandatory Retire	40,088.94
	Regional Retirement	934,089.90
	Health Insurance	405,982.20
	Basic Life Insurance	4,550.40
	Voluntary Life Ins	5,362.95
	Wages Garnished	980.25
	Whole Life Insurance	9,324.72
	Dental Insurance	38,050.44
	Disability Insurance	33,891.87
	Flexible Spending Acct – Health	73,743.44
	Flexible Spending Acct – DCAP	2,500.00
	Union Dues	50,838.00
	Tax-Deferred Comp/Roth	222,777.94
	Family Services	45,791.93
Planning & Development	Security Deposit	138,969.04
Police Department	Police State Firearms	19,662.50
	Police Private Duty	426,521.25
Treasurer	Exchange Account	75.00
	TOTAL AGENCY FUNDS	<u>\$4,731,059.52</u>

TOTAL RECEIPT ALL FUNDS **\$85,980,355.66**

TOTAL AVAILABLE CASH **\$109,568,068.85**

TOWN MANAGER'S WARRANTS **\$84,414,361.31**

CASH ON HAND JUNE 30, 2018 **\$25,153,707.54**

TREASURER/TAX COLLECTOR'S OFFICE
RECEIPTS

TAX TITLES		
Outstanding July 1, 2017	732,651.17	
Added to Tax Title during FY2018	<u>177,937.80</u>	<u>892,665.13</u>
Payments to Treasurer	81,156.59	
	<u>\$811,508.54</u>	<u>\$892,665.13</u>

TREASURER/TAX COLLECTOR'S OFFICE

TRUST FUNDS IN THE HANDS OF THE TREASURER

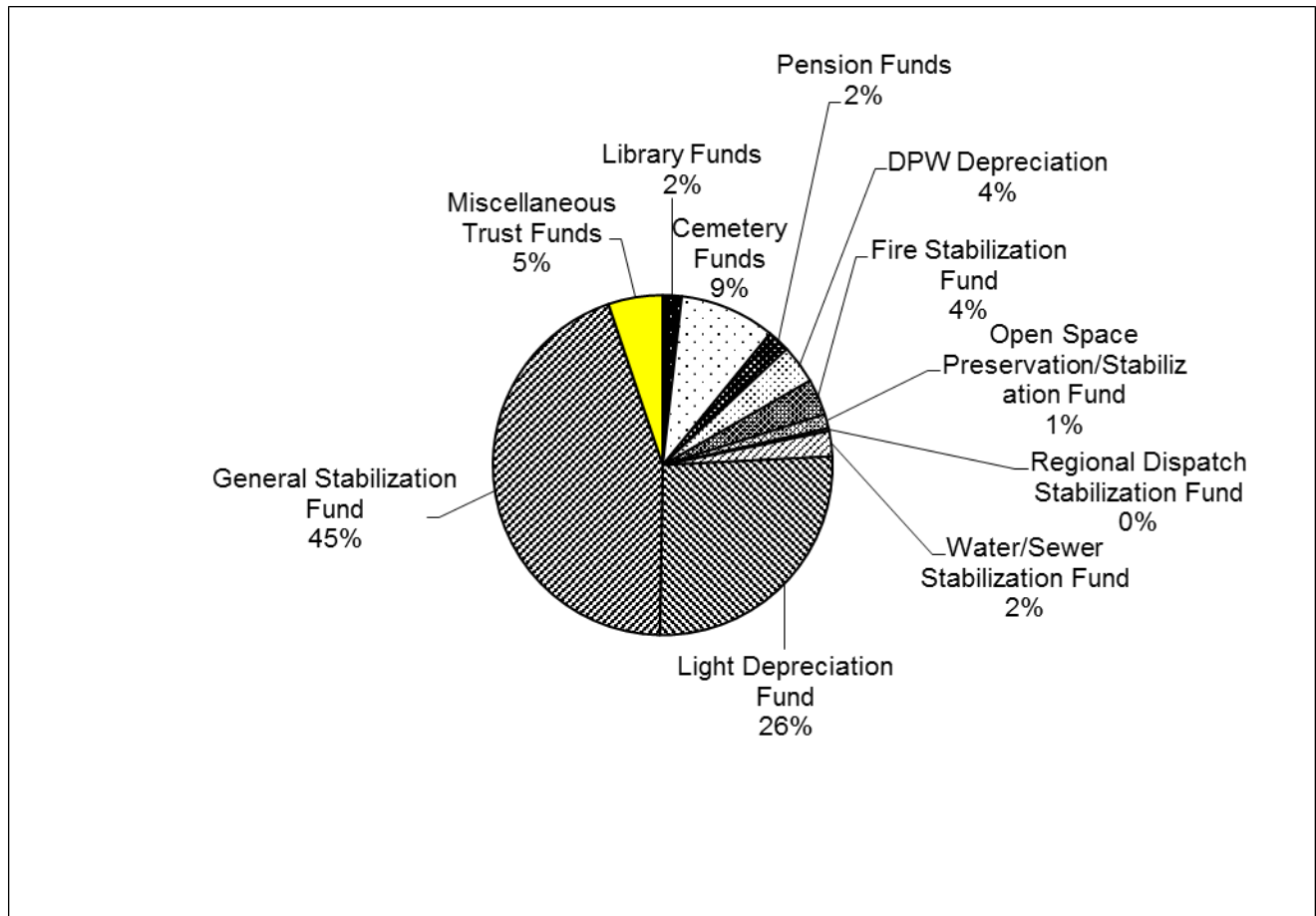
FUND	BALANCE 7/1/16	INTEREST/ DEPOSITS	WITH- DRAWALS	BALANCE 6/30/17
Cemetery Funds				
Perpetual Care	612,331.57	17,655.17	5,000.00	\$624,986.74
Chapel Fund	11,705.28	179.12	0.00	11,884.40
Cook Fund	9,778.62	149.63	0.00	9,928.25
Special Care	19,170.34	292.28	107.98	19,354.64
Hamil Fund	15,512.05	237.38	0.00	15,749.43
Anderson Fund	14,075.32	215.39	0.00	14,290.71
Miscellaneous Funds				
Pension Funds	161,105.07	2,465.32	0.00	163,570.39
Lloyd Starbard	16,963.71	259.58	0.00	17,223.29
Welcome Aldrich	19,854.40	303.83	0.00	20,158.23
Worc Comm Boulder	5,494.08	84.05	0.00	5,578.13
Conservation Comm.	22,933.96	350.96	0.00	23,284.92
Hendricks House	9,042.69	138.40	0.00	9,181.09
Wachusett Fund	237,089.24	43,218.79	26,383.43	253,924.60
Newell Hospital Fund	22,637.95	346.42	0.00	22,984.37
B. Gilman Rec Trust	43,621.48	667.52	0.00	44,289.00
Open Space Pres/Stab	50,920.48	51,528.62	0.00	102,449.10
Regional Dispatch Stab	5,092.09	16,317.72	0.00	21,409.81
DPW Depreciation	228,030.08	54,238.84	0.00	282,268.92
Fire Stabilization Fund	39,954.48	223,908.88	0.00	263,863.36
Water/Sewer Stabiliz	180,826.97	2,767.11	0.00	183,594.08
Light Depreciation	1,445,378.41	851,724.56	300,000	1,997,102.97
General Stabilization	3,201,747.67	556,108.89	350,000	3,407,856.56
Library Funds				
E. Horsfall	9,148.82	140.01	0.00	9,288.83
C. E. Smith	12,549.10	192.03	0.00	12,741.13
William Sargent	3,372.24	51.62	0.00	3,423.86
S.T. & A. M. Hobbs	10,737.25	164.30	0.00	10,901.55
Holden High School	16,525.19	252.85	0.00	16,778.04
Ellen Bascom	3,223.58	49.33	0.00	3,272.91
Nathan Howe	20,208.63	309.24	0.00	20,517.87
E. Phelps Johnson	18,259.66	279.43	0.00	18,539.09
B. S. Newell	13,853.74	211.98	0.00	14,065.72

TREASURER/TAX COLLECTOR'S OFFICE

TRUST FUNDS IN THE HANDS OF THE TREASURER

FUND	BALANCE 7/1/16	INTEREST/ DEPOSITS	WITH- DRAWALS	BALANCE 6/30/17
Frances Jennings	2,613.88	40.01	0.00	2,653.89
Elizabeth Newell Ref	7,642.78	1,484.64	0.00	9,127.42
C. & J. Kaplan Trust	15,797.96	241.75	0.00	16,039.71

TRUST FUNDS 2018



TREASURER/TAX COLLECTOR'S OFFICE

FUNDED DEBT

Project	Date of Issue	Interest Rate	Total Issued	Balance as of 6/30/18	Principal Due in FY19	Date of Maturity
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GENERAL FUND DEBT – *Conventional Loans*

Elementary School Buildings (Refunded)	12/18/14	1.030%	\$33,000,000	\$4,765,000	\$2,335,000	10/15/19
Elementary School Buildings (Refunded)	12/18/14	1.030%	\$920,000	\$135,000	\$65,000	10/15/19
Mountview Middle School	06/16/16	2.396%	\$15,000,000	\$13,500,000	\$750,000	06/15/36
Mountview Middle School	06/15/17	2.570%	\$4,015,000	\$3,810,000	\$205,000	06/15/37
Municipal Pool (Refunded)	12/18/14	1.030%	\$2,500,000	\$0.00	\$0.00	10/15/17
Public Safety Building #1	05/15/08	3.856%	\$8,000,000	\$4,820,000	\$395,000	05/15/28
Public Safety Building #2	04/15/10	3.719%	\$5,000,000	\$3,480,000	\$230,000	04/15/30
DPW Truck	01/15/13	2.000%	\$210,000	\$0.00	\$0.00	01/15/18
Ambulance	12/18/14	1.019%	\$250,000	\$100,000	\$50,000	10/15/19
DPW Equip Loader w/Plow	12/18/14	1.019%	\$205,000	\$80,000	\$40,000	10/15/19
Ambulance	06/14/18	2.452%	\$288,000	\$288,000	\$63,000	06/1/23
DPW Loader w/ Wing Plow	6/14/18	2.451%	259,500	\$259,500	\$54,500	06/1/23

BOND ANTICIPATION NOTE – *Mountview Middle School Project*

Mountview Middle School (BAN)	06/15/18	2.100%	\$875,000	\$875,000	\$875,000	06/14/2019
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GENERAL FUND DEBT – *Massachusetts Clean Water Trust Loans (Formerly MWPAT)*

Septic Repair	11/13/98	-	\$73,000	\$7,608	\$3,804	08/01/19
Sewer Connections I	07/24/03	-	\$585,267	\$98,122	\$32,486	02/01/21
Sewer Connections II	10/26/06	-	\$707,184	\$273,528	\$39,527	08/01/24

TREASURER/TAX COLLECTOR'S OFFICE

FUNDED DEBT

Project	Date of Issue	Interest Rate	Total Issued	Balance as of 6/30/18	Principal Due in FY19	Date of Maturity
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WATER/SEWER DEBT – *Conventional Loans*

Municipal Water System

(Refunded)	12/18/14	1.030%	\$3,600,000	\$840,000	\$175,000	10/15/22
Water Main	12/18/14	1.030%	\$600,000	\$420,000	\$60,000	10/15/24
Water Tank Painting	12/18/14	1.030%	\$550,000	\$385,000	\$55,000	12/15/24
Water Mains	06/16/16	2.397%	\$1,600,000	\$1,440,000	\$80,000	06/15/36
Sewer Pump Station	06/16/16	1.982%	\$270,000	\$230,000	\$20,000	06/15/31
Water Dept. Equipment	06/16/16	1.251%	\$220,000	\$130,000	\$45,000	06/15/21
Water Main	06/15/17	2.548%	\$850,000	\$805,000	\$45,000	06/15/37
Sewer Pump	06/15/17	2.517%	\$280,000	\$265,000	\$15,000	06/15/37
Infiltration-Inflow Removal	06/15/17	2.514%	\$365,000	\$345,000	\$20,000	06/15/37
Sewer Force Main	06/15/17	1.834%	\$350,000	\$315,000	\$35,000	06/30/27
Water Main	6/14/18	3.144%	\$803,000	\$803,000	\$43,000	6/1/38
Sewer Pump	6/14/18	3.104%	\$271,500	\$271,500	\$14,500	6/1/38
Sewer Pump	6/14/18	3.139%	\$818,000	\$818,000	\$45,000	6/1/38

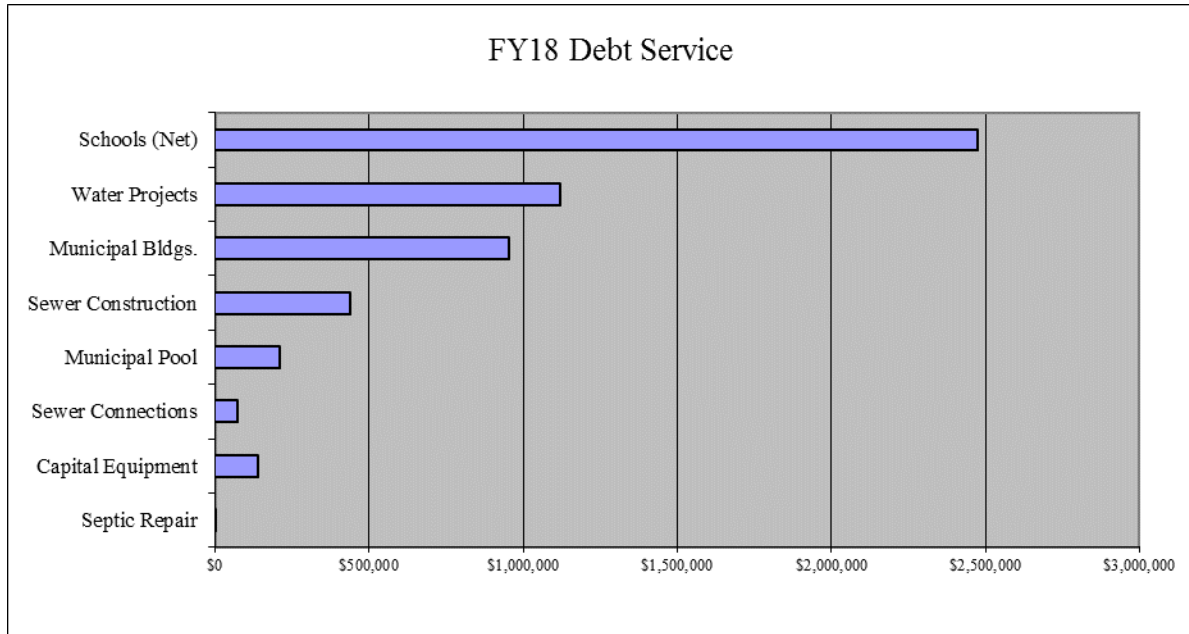
WATER/SEWER DEBT – *Massachusetts Clean Water Trust Loans (Formerly MWPAT)*

Water System - DW-99-17	11/01/00	-----	\$1,981,866	\$379,775	\$123,304	07/15/20
Sewer Construction - CW-00-43	07/15/01	-----	\$3,020,015	\$600,000	\$195,000	01/15/21
Water System - DW-00-16	10/15/02	-----	\$831,535	\$245,379	\$47,188	07/15/22
Water System - DW-01-15	11/15/02	-----	\$773,153	\$240,000	\$45,000	07/15/22
Sewer Construction - CW-00-43A	11/15/02	-----	\$4,038,215	\$1,230,000	\$230,000	07/15/22
Water System - DW-01-15A	11/01/03	-----	\$3,444,613	\$918,408	\$139,042	07/15/23
Water System - DW-04-06	11/16/05	2.000%	\$923,349	\$415,817	\$48,412	07/15/23
Water System - DW -09-14*	03/01/10	2.000%	\$1,743,881	\$1,262,633	\$85,948	07/15/31
Water System – DW-13-12	02/11/16	2.000%	\$525,000	\$482,065	\$22,170	01/15/36

* Principal has been reduced by \$666,419 by ARRA principal reduction and reallocation of funds by MCWT

TREASURER/TAX COLLECTOR'S OFFICE

FUNDED DEBT



TREASURER/TAX COLLECTOR'S OFFICE

TAX COLLECTOR REPORT 7/1/17-6/30/18

Motor Vehicle Excise - 2009

Outstanding July 1, 2017	<u>4,049.70</u>	<u>4,049.70</u>
Outstanding June 30, 2018	<u>4,049.70</u>	<u>4,049.70</u>

Motor Vehicle Excise - 2010

Outstanding July 1, 2017	<u>4,186.28</u>	<u>4,186.28</u>
Outstanding June 30, 2018	<u>4,186.28</u>	<u>4,186.28</u>

Motor Vehicle Excise – 2011

Outstanding July 1, 2017	<u>4,222.18</u>	<u>4,222.18</u>
Outstanding June 30, 2018	<u>4,222.18</u>	<u>4,222.18</u>

Motor Vehicle Excise – 2012

Outstanding July 1, 2017	<u>5,223.64</u>	<u>5,223.64</u>
Payments to Treasurer	93.83	
Outstanding June 30, 2018	<u>5,129.81</u>	<u>5,223.64</u>

Motor Vehicle Excise - 2013

Outstanding July 1, 2017	<u>7,169.79</u>	<u>7,169.79</u>
Payments to Treasurer	424.37	
Outstanding June 30, 2018	<u>6,745.42</u>	<u>7,169.79</u>

Motor Vehicle Excise – 2014

Outstanding July 1, 2017	<u>7,054.81</u>	<u>7,054.81</u>
Payments to Treasurer	694.69	
Outstanding June 30, 2018	<u>6,360.12</u>	<u>7,054.81</u>

Motor Vehicle Excise – 2015

Outstanding July 1, 2017	10,967.86	
Committed per Warrant	567.50	
Refunded	<u>757.07</u>	<u>12,292.43</u>
Payments to Treasurer	2,894.29	

TREASURER/TAX COLLECTOR'S OFFICE

TAX COLLECTOR REPORT 7/1/17-6/30/18

Abated	757.07	
Outstanding June 30, 2018	<u>8,641.07</u>	<u>12,292.43</u>

Motor Vehicle Excise – 2016

Outstanding July 1, 2017	29,014.70	
Committed per Warrant	235.00	
Refunded	<u>1,140.96</u>	<u>30,390.66</u>
Payments to Treasurer	17,719.54	
Abated	1,178.55	
Outstanding June 30, 2018	<u>11,492.57</u>	<u>30,390.66</u>

Motor Vehicle Excise – 2017

Outstanding July 1, 2017	245,202.16	
Committed per Warrant	307,430.23	
Refunded	<u>27,553.97</u>	<u>580,186.36</u>
Payments to Treasurer	521,904.28	
Abated	31,874.94	
Outstanding June 30, 2018	<u>26,407.14</u>	<u>580,186.36</u>

Motor Vehicle Excise – 2018

Committed per Warrant	2,675,465.45	
Refunded	<u>23,368.67</u>	<u>2,698,834.12</u>
Payments to Treasurer	2,457,586.26	
Abated	41,832.00	
Outstanding June 30, 2018	<u>199,415.86</u>	<u>2,698,834.12</u>

Personal Property 2004-2015

Outstanding July 1, 2017	<u>14,145.71</u>	<u>14,145.71</u>
Payments to Treasurer	0.00	
Outstanding June 30, 2018	<u>14,145.71</u>	<u>14,145.71</u>

Personal Property Tax - 2016

Outstanding July 1, 2017	<u>2,037.41</u>	<u>2,037.41</u>
Payments to Treasurer	33.19	
Outstanding June 30, 2018	<u>2,004.22</u>	<u>2,037.41</u>

Personal Property Tax - 2017

Outstanding July 1, 2017	10,376.13	
Refunded	<u>64.32</u>	<u>10,440.45</u>

TREASURER/TAX COLLECTOR'S OFFICE

TAX COLLECTOR REPORT 7/1/17-6/30/18

Payments to Treasurer	1,884.10	
Outstanding June 30, 2018	<u>8,556.35</u>	<u>10,440.45</u>

Personal Property Tax - 2018

Committed per Warrant	485,110.87	
Refunded	<u>2,014.81</u>	<u>487,125.68</u>
Payments to Treasurer	475,918.85	
Abated	39.27	
Outstanding June 30, 2018	<u>11,167.56</u>	<u>487,125.68</u>

Farm Animal – 2008-2011

Outstanding July 1, 2017	<u>1,095.06</u>	<u>1,095.06</u>
Payments to Treasurer	0.00	
Outstanding June 30, 2018	<u>1,095.06</u>	<u>1,095.06</u>

Real Estate Tax - 2017

Outstanding July 1, 2017	212,702.22	
Refunded	<u>63.07</u>	<u>212,765.29</u>
Payments to Treasurer	175,799.67	
Transferred to Tax Title	<u>36,965.62</u>	<u>212,765.29</u>

Real Estate Tax - 2018

Committed per Warrant	38,411,119.86	
Refunded	<u>192,181.84</u>	<u>38,603,301.70</u>
Payments to Treasurer	38,184,211.06	
Abated	82,800.27	
Transferred to Tax Title	114,536.70	
Outstanding June 30, 2018	<u>221,753.67</u>	<u>38,603,301.70</u>

Sewer Assessment 2017

Outstanding July 1, 2017	<u>2,785.03</u>	<u>2,785.03</u>
Payments to Treasurer	2,267.03	
Transferred to Tax Title	<u>518.00</u>	<u>2,785.03</u>

Sewer Assessment - 2018

Committed per Warrant	<u>234,863.70</u>	<u>234,863.70</u>
Payments to Treasurer	231,337.97	
Transferred to Tax Title	1,101.50	
Outstanding June 30, 2018	<u>2,424.23</u>	<u>234,863.70</u>

TREASURER/TAX COLLECTOR'S OFFICE

TAX COLLECTOR REPORT 7/1/17-6/30/18

Connection Loans – 2017

Outstanding July 1, 2017	<u>80.00</u>	<u>80.00</u>
Payments to Treasurer	<u>80.00</u>	<u>80.00</u>

Connection Loans - 2018

Committed per Warrant	<u>40,933.14</u>	<u>40,933.14</u>
Payments to Treasurer	40,653.14	
Outstanding June 30, 2018	<u>280.00</u>	<u>40,933.14</u>

Interest & Expense Liens 2017

Outstanding July 1, 2017	<u>250.00</u>	<u>250.00</u>
Payments to Treasurer	<u>250.00</u>	<u>250.00</u>

Interest & Expense Liens - 2018

Committed per Warrant	<u>9,750.00</u>	<u>9,750.00</u>
Payments to Treasurer	9,200.00	
Outstanding June 30, 2018	<u>550.00</u>	<u>9,750.00</u>

Light Liens – 2017

Outstanding July 1, 2017	<u>161.33</u>	<u>161.33</u>
Payments to Treasurer	<u>161.33</u>	<u>161.33</u>

Light Liens – 2018

Committed per Warrant	<u>2,187.96</u>	<u>2,187.96</u>
Payments to Treasurer	681.64	
Transferred to Tax Title	1,375.15	
Outstanding June 30, 2018	<u>131.17</u>	<u>2,187.96</u>

Water Liens & Water Lien Charges – 2017

Outstanding July 1, 2017	<u>35.95</u>	<u>35.95</u>
Payments to Treasurer	<u>35.95</u>	<u>35.95</u>

Water Liens & Charges - 2018

Committed per Warrant	<u>2,401.18</u>	<u>2,401.18</u>
Payments to Treasurer	1,746.58	
Outstanding June 30, 2018	<u>654.60</u>	<u>2,401.18</u>

TREASURER/TAX COLLECTOR'S OFFICE

TAX COLLECTOR REPORT 7/1/17-6/30/18

Trash Liens - 2017

Outstanding July 1, 2017	<u>112.12</u>	<u>112.12</u>
Payments to Treasurer	<u>112.12</u>	<u>112.12</u>

Trash Liens - 2018

Committed per Warrant	<u>318.75</u>	<u>318.75</u>
Payments to Treasurer	215.25	
Transferred to Tax Title	86.25	
Outstanding June 30, 2018	<u>17.25</u>	<u>318.75</u>

Supplemental Real Estate Taxes - 2017

Outstanding July 1, 2017	13,509.47	
Committed per Warrant	<u>21,036.29</u>	<u>34,545.76</u>
Payments to Treasurer	31,232.20	
Transferred to Tax Title	<u>3,313.56</u>	<u>34,545.76</u>

Supplemental Real Estate Taxes - 2018

Committed per Warrant	<u>104,119.31</u>	<u>104,119.31</u>
Payments to Treasurer	99,018.61	
Outstanding June 30, 2018	<u>5,100.70</u>	<u>104,119.31</u>

Lieu of Taxes – 2018

Committed per Warrant	<u>74,406.87</u>
Payments to Treasurer	<u>74,406.87</u>

ASSESSOR'S OFFICE

Rosemary Scully, MAA-Principal Assessor (left)
James R. Dillon, MAA-Assessor
Robert W. Fitzgerald, MAA, RMA-Assessor
Janice R. Cross-Clerk Supervisor (center)
Amy Evanowski, Assessor-Clerk/Data Collector (right)
Scott Bell-Data Collector
Cody Riedle-Data Collector
Lori Anne Wall-Mapper



WELCOME TO THE HOLDEN ASSESSOR'S OFFICE

The Assessors' Office values all real estate (residential, commercial and industrial) and personal property in the Town of Holden for the purpose of "ad valorem" taxation. This process involves discovering, listing, and valuing almost 8,000 residential properties, which includes single-family homes, multi-family homes, condominiums, and apartment buildings. There are also 150 commercial and industrial properties and nearly 400 personal property accounts, which must be reviewed on an annual basis. The office also receives more than 19,000 motor vehicle excise records from the Registry of Motor Vehicles, which must be processed and committed to the Tax Collector.

ASSESSOR'S OFFICE

In addition, the function of the Assessing Office includes updating tax map information in regards to property sales and subdivisions; tracking the yearly additions in value triggered by the building permit process and computation of "new growth;" monitoring and recording all changes in property ownership through information received from the Registry of Deeds; inspecting in a timely manner all properties sold in Holden; receiving and processing all real estate and personal property abatement applications

within statutory timelines; representing the Town of Holden at the Appellate Tax Board or negotiating settlements with taxpayers before hearings; assisting realtors, appraisers, and taxpayers seeking information on Holden's 8,300-plus Real and Personal property accounts; and supplying the Board of Selectmen with all the information required in the setting of the tax rate at the annual classification hearing. This office provides quality service to all customers in the performance of the above described duties.



ACCESSING ASSESSMENT DATA ONLINE

The public can access the Online Assessor Database from www.holdenma.gov. The Town has contracted with Vision Government Solutions, Inc. to host this site.

The Town reviews all property values on an annual basis. Values are updated based upon market conditions of sales of comparable properties in Holden. The current database values were finalized and the Massachusetts Department of Revenue approved the tax rate for Fiscal Year 2019 on November 7, 2018. The Fiscal Year 2019 tax rate for all classes of property is \$17.45 per thousand dollars of valuation.

HOLDEN GIS ONLINE

The Town of Holden has a Geographic Information System (GIS) website that provides both GIS and Assessors' data for properties located within Holden. The public can access the GIS website at www.holdenma.gov.



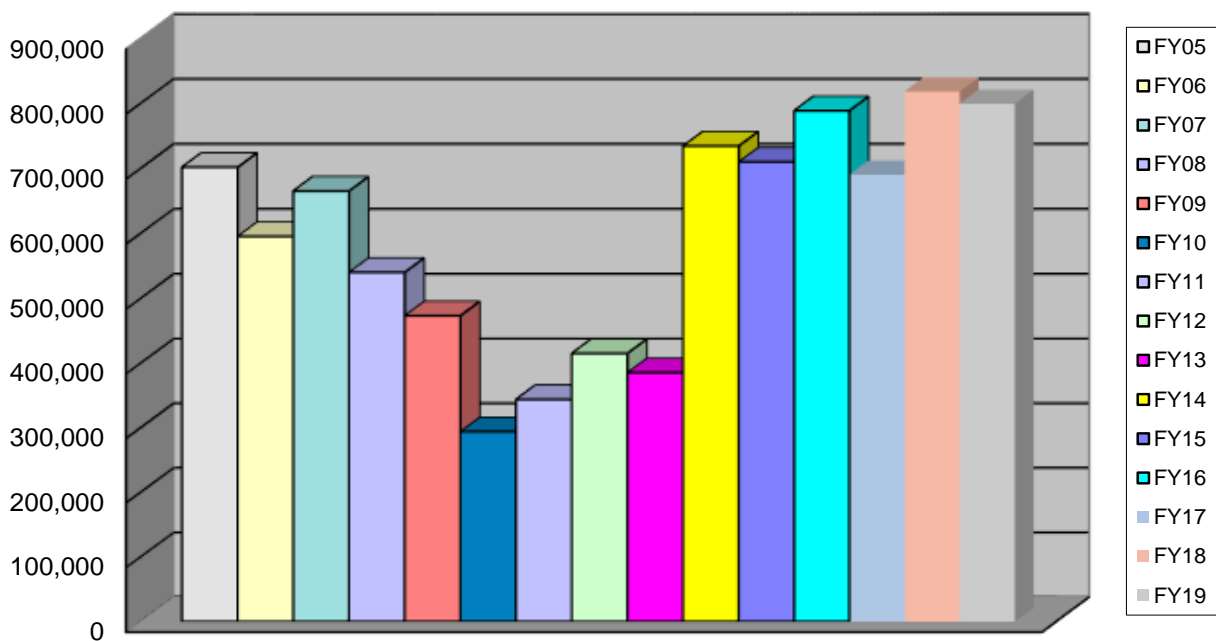
ASSESSOR'S OFFICE

The Assessors' Office is available to offer the best in customer service and information. The staff will attempt to answer a wide variety of questions and issues ranging from abatements to exemptions, from property identification to motor vehicle excise tax issues. Visit www.holdenma.gov or call (508) 210-5515 for further assistance.

NEW HOUSES BUILT IN 2018

New construction, additions and alterations between July 1, 2017 and June 30, 2018 increased the total value of the Town by more than 33 million dollars.

NEW GROWTH CHART 2019



ASSESSOR'S OFFICE

ASSESSMENT DATA VALUATION AND TAX LEVY

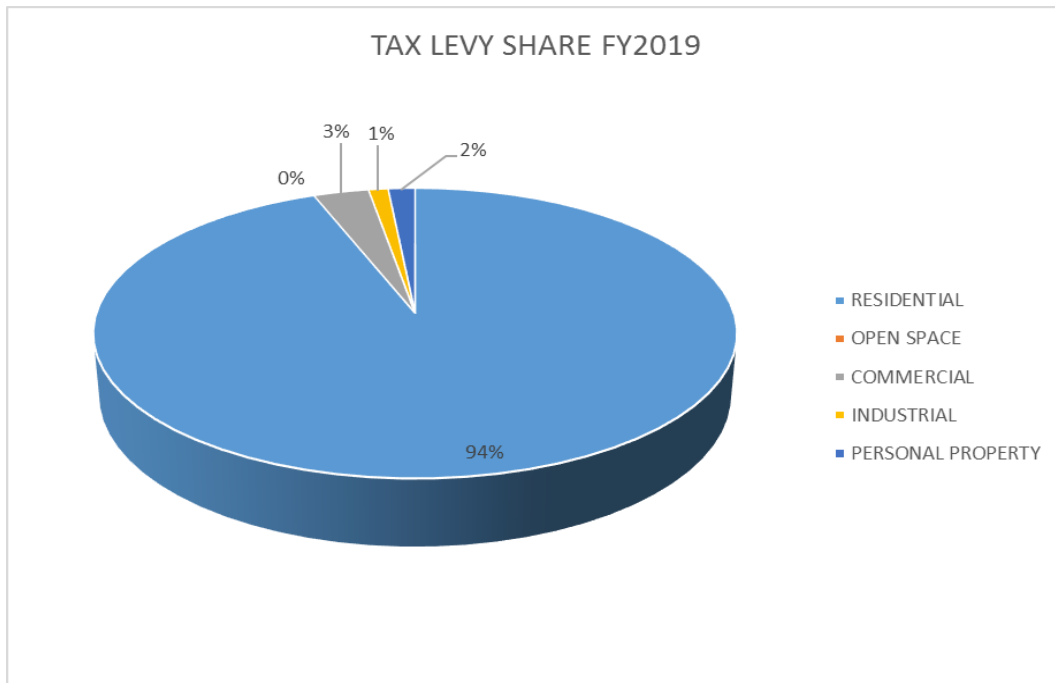
FISCAL YEAR	ASSESSED VALUATION	TAX LEVY	TAX RATE*
2019	\$2,361,218,620	\$41,203,265	\$17.45
2018	\$2,208,757,900	\$38,896,227	\$17.61
2017	\$2,091,650,920	\$36,792,139	\$17.59
2016	\$1,976,440,200	\$34,093,593	\$17.25
2015	\$1,883,118,500	\$34,122,107	\$18.12
2014	\$1,856,042,600	\$32,944,756	\$17.75
2013	\$1,810,899,100	\$31,455,318	\$17.37
2012	\$1,838,082,600	\$30,383,505	\$16.53
2011	\$1,859,330,100	\$29,098,521	\$15.65
2010	\$1,883,982,600	\$27,882,942	\$14.80
2009	\$1,985,104,400	\$27,076,824	\$13.64

*Tax Rate expressed in per thousand dollars of assessed valuation

PERCENT OF TAX LEVY BY CLASS

CLASS	TYPE	FY19	FY18	FY17	FY16
I	RESIDENTIAL	94.17	93.29	93.94	93.79
II	OPEN SPACE	0.00	0.00	0.00	0.00
III	COMMERCIAL	3.17	3.29	3.37	3.38
IV	INDUSTRIAL	1.12	1.16	1.35	1.38
V	PERS PROPERTY	1.54	1.25	1.34	1.45

ASSESSOR'S OFFICE



FISCAL YEAR 2019				
PROPERTY USE ASSESSMENTS				
CLASS CODE	CLASS TYPE	PERCEL COUNT	TOTAL ASSD. VALUE	% OF TOTAL REAL ESTATE
101	Single Family	5984	1,955,123,500	82.80
102	Condominiums	734	148,496,400	6.28
104	Two Family	76	19,977,200	0.85
105	Three Family	19	5,314,400	0.23
103, 109	Misc, Multi Dwell	23	8,537,100	0.36
111-125	4 or More Units	21	36,334,200	1.54
012-043	Mixed Use	30	25,384,240	1.08
130-132	Vacant Land	800	30,214,360	1.29
300-393	Commercial	139	68,714,100	2.91
400-452	Industrial	25	26,016,300	1.10
CH 61	Forest Land	22	51,700	0.002
CH 61A	Agricultural Land	70	452,940	0.02
CH 61B	Recreational Land	18	242,630	0.01
500	Personal Property	390	36,359,550	1.54
TOTALS		8,351	\$2,361,218,620	

ASSESSOR'S OFFICE

PROPOSITION 2 ½ LEVY LIMIT EXPLAINED

Proposition 2 ½" refers to an initiative statute adopted by the voters of the Commonwealth in November 1980. Its purpose was to stabilize municipal property taxes. It limits the amount by which the taxing capacity of the Town is allowed to increase each year. The allowed growth is 2.5 percent of the prior year's *levy limit*. For FY2019 the levy is not being raised by 2.5%. This results in an excess levy capacity of \$1,314,271.07.

Added to the levy limit computation is the levy increase attributable to "*new growth*." This represents additions to the base of taxable property, typically as a result of new construction, renovation and minor alterations, or change of use. Permitting the levy limit to be adjusted by "*new growth*" recognizes the fact that development creates pressures on Town services over the long term.

The assessment date for each tax year is the previous January 1. The Town has accepted the provisions of Section 40 of Chapter 653 of the Acts of 1989 regarding assessment date changes for new growth. This legislation allows communities to tax in the current fiscal year all new construction built between January 1 and June 30 of that year. The purpose of this local-option legislation is to reduce the delay that can occur between construction and taxation.

Total growth of the *levy limit* is therefore attributable to two factors, allowed growth, which is fixed (2.5% per year), and new growth that is variable and subject to economic conditions.

ASSESSOR'S OFFICE

EXEMPTIONS

Clause	Persons who are eligible	Qualifications	Amount
17D	Surviving Spouse, Minor, Aged Person	Total estate, both real and personal cannot exceed \$40,000 exclusive of any mortgage interest in any real estate included in total estate and exclusive of total value of domicile up to a 3-unit building of which one unit is owner occupied.	175.00
18	Hardship	Any person who is so aged, infirm and poverty stricken that he or she is unable to contribute to public charges (Subject to M.G.L. Section 5A).	No specific amount
22	Disabled Veteran	10% or greater disability, Purple Heart, or widowers of qualified veterans (as long as they remain unmarried) or parents of service men killed in action.	400.00
22A	Disabled Veterans	Loss of one foot, hand or sight of one eye, or Distinguished Service Cross, Air Force Cross or Navy Cross.	750.00
22B	Disabled Veterans	Loss of hands, feet or eyes.	1250.00
22C	Disabled Veterans	Specially-adapted housing.	1500.00
22D	Surviving Spouse	Veteran died from injuries due to being in a combat zone.	Full
22E	Disabled Veterans	100% disability of incapable of working. Must file certification indicating inability to work.	1000.00
PARAPLEGIC	Disabled Veterans spouse of paraplegics	Paralysis of lower half of body on both sides, surviving.	Full
37A	Blind	Legal Resident of Mass. Proof of blindness from the Mass. Commission of the Blind must be furnished each year.	500.00
41C	Elderly	Applicant must be 65 prior to July 1, be a resident of Mass. For 10 years and owned real estate in Mass. For 5 years. If single, income cannot exceed \$20,000; or if married, combined income of applicant and spouse cannot exceed \$30,000. Minimum social security deductions, if any, are allowed. If single, the whole estate cannot exceed \$40,000; or if married combined whole estate of applicant and spouse cannot exceed \$55,000. Value of domicile up to a 3-unit dwelling, of which one unit is owner occupied, is also included	1000.00

ASSESSOR'S OFFICE

DEFFERRALS

Statutory Reference

Ch. 59, Sec. 5, Cl. 41A

Ch. 80, Sec. 13B Sewer Betterment
Deferral and deferral and recovery
agreement, thereby deferring
payment. Applica
Recovery Agreement

Qualifications

An agreement allowing certain persons 65 years of age or over to postpone payment of all or a portion of real estate tax up to 50% of full, fair cash value of their property and no transfer of such property may occur unless the taxes, which would otherwise have been assessed, have been paid, with interest at the rate of 8% per annum. This interest is not compounded. Applicant's gross income from all sources in preceding calendar year cannot exceed \$40,000.

Agreement allowing persons eligible under Clause 41A to enter into deferral and recovery agreement, thereby deferring payment. Applications should be filed within six months after notice of assessment. This is recorded as a lien on the property and no transfer as such property may occur unless the betterment assessment, which would otherwise have been collected has been paid, with interest at the rate prevailing on that contract.

PUBLIC SAFETY

FIRE DEPARTMENT



Holden Fire Department Raising the American Flag at the
2018 Annual Memorial Day Parade

FROM THE FIRE CHIEF

The Holden Fire Department had a busy and rewarding year in 2018. Overall department activity continues to be on the rise for both emergency responses and inspectional services. These increases are attributed to a healthy town economy and the fact that the Town of Holden is a desirable destination to live, work and visit. The on duty staff and on-call members of the department works tirelessly to ensure that town residents and visitors alike are well cared for and protected in their time of need, regardless of the type of emergency.

Over this past year, the department has had some changes in our command staff. The department said goodbye to Deputy Chief Peter Bergstrom who retired after 40 years with the Holden Fire Department. After such a long and distinguished career, we wish him a happy and healthy retirement. The department promoted Lieutenant Robert Connor to the rank of Captain to add depth and coverage to the command staff. The department also added two new Lieutenants to the ranks. These members were put through a 6 month promotional process that consisted of a written exam, resume/credential review and oral boards. At the end of the process, FF Charles Borowy was promoted to Lieutenant and assigned to be the shift officer of Group 2 and FF Andrew Miller was also promoted to Lieutenant and assigned to be the shift officer of Group 3.

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FIRE DEPARTMENT

Throughout 2018, the department continued to recruit new members to our call firefighter ranks. As of January 1, 2018 the department added the requirement that all new call firefighters also obtain their EMT certification so that they can work as dual role employees providing both Fire and EMS coverage to the town. A total of four new recruits were added over the course of 2018. As with all of our members within the department, they will be required to attend the Massachusetts Firefighting Academy to obtain their training and certification as firefighters.



Swearing in ceremony of new (left to right) Fire Chief Russell Hall, Deputy Chief Sean Smith, Lieutenant Charles Borowy, Lieutenant Ryan Mouradian, and Lieutenant Dennis Carlson on January 8, 2018 at Memorial Town Hall.

Considering our increased activity level and the increased demands on training new on-call firefighters, as well as having call firefighters that are significantly less available to respond to calls during the day, the Holden Fire Department has never been as shorthanded as we have been the last three years. The department instituted a comprehensive review of the departments operations and staffing over 2018 which was the impetus for an application to FEMA for the Staffing for Adequate Fire and Emergency Response (SAFER) grant. The department is pleased to announce that we were successful in obtaining this grant which totals \$928,818 in federal funds over three years to hire an additional six full time Firefighters. Thanks to the tremendous support of the Town Manager, Board of Selectmen and the Finance Committee, the town accepted the award. The new positions will allow the department to ensure that there is more staffing to meet the growing emergency response needs of the town and it will also allow for the Chaffins Fire Station to be staffed 7a-7p seven days per week with an ambulance to reduce response times to the south end of town.

On a final note, the department and its members would like to thank the residents of Holden for their continued support and we look forward to a successful 2019. As always, the department

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FIRE DEPARTMENT

encourages any citizen who is interested in becoming a call Firefighter/EMT to contact us for more information.

HOLDEN FIRE PERSONNEL

At the end of 2018, the Fire Department command staff had 1 Chief, 1 Deputy Chief, 2 Captains, and 6 Lieutenants. In addition, 17 fulltime Firefighters, 20 on-call Firefighters, 3 Auxiliary member, 2 Administrative Assistants, and 1 Public Information Officer/Photographer.

MEMBER	RANK
Russell Hall	Fire Chief/Paramedic
Sean Smith	Deputy Chief/EMT
Robert Connor	Captain/Paramedic
Joshua Poznanski	Captain/Paramedic
Charles Borowy	Lieutenant/Paramedic
Dennis Carlson	Lieutenant/Paramedic
Eric Fasshauer	Lieutenant/EMT
Andrew Miller	Lieutenant /EMT
Ryan Mouradian	Lieutenant
Barry Tupper	Lieutenant//EMT
Jake Annunziata	Firefighter
Amanda Beahn	Firefighter/EMT
David Chapin	Firefighter/EMT
Brendon Connor	Firefighter
Derryl Dion	Firefighter/EMT
David Eddy	Firefighter
Christopher Galkowski	Firefighter
Luis Garcia	Firefighter
Kevin Harmon	Firefighter
Michael Himmer	Firefighter
Derek Hirons	Firefighter/Paramedic
Richard Johnson	Firefighter/Paramedic
Nicholas Kakelec, Jr.	Firefighter/EMT
Peter Lacy	Firefighter/EMT
Jeremy LaFlamme	Firefighter/EMT
Tyke Lothrop	Firefighter/Paramedic

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Christopher Montiverdi	Firefighter/Paramedic, Emergency Management Coordinator
Ryan Murphy	Firefighter
Ethan Naiman	Firefighter/Paramedic, EMS Coordinator
Robert Nickerson	Firefighter/Paramedic
Bryan Patch	Firefighter/Paramedic
Ryan Pescaro	Firefighter/Paramedic
Paul Pierce	Firefighter/Paramedic
Andrew Rodriguez	Firefighter
Brian Rushlow	Firefighter/EMT
David Russo	Firefighter/Paramedic
Joseph Sposato	Firefighter/EMT
Ethan White	Firefighter/Paramedic
Leah Francese-Wood	Full Time Senior Clerk
Heidi LaFleur-McAlice	Part Time Senior Clerk
James Schakenbach	Public Information Officer/Photographer

Holden Fire maintains a busy schedule of training and education for members, along with recruit training programs for new auxiliary recruits entering the fire service. Auxiliary members striving to be on-call Firefighters are given the opportunity to become recruits and attend a four month training program at the Massachusetts Department of Fire Services to gain the knowledge and expertise to become certified as Firefighters.



The department encourages members to continue to strive for educational opportunities to hone their skills and expertise in areas such as instructor training, officer training, fire prevention training, technical rescue training and advanced firefighter training. The department has dedicated members who attend training, on their own time, to enhance the service we provide by obtaining education and certification in fire service specialties.

We are proud to have two Firefighter/Paramedic members who are certified Hazmat Technicians on the Massachusetts Department of Fire Services Hazardous Materials Team and respond to all types of hazardous material emergencies, both intentional and accidental. The Hazmat Technicians attend monthly drills on various subjects including chemicals, meters, and radioactive materials. Hazardous materials are a multi-faceted and a complex aspect of today's fire service.

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Hazardous material encompasses many different aspects of our daily lives more so now than ever before. The state Hazardous Materials Team consists of 6 districts that cover the entire state and includes highly trained Hazardous Material Technician's. Holden's District 6 covers Holden to the New Hampshire border, to the North Shore which includes 80 cities and towns. The Hazmat Technicians respond to everything from small unknown substances, identifying and mitigating fentanyl and other opioids, as well as large highly toxic chemicals including lethal drug labs. In 2018, our Hazmat Technicians responded to 10 emergency incidents, attended 14 training drills/conferences, and provided venue protection for one event.

One of Hazmat Technicians is also a member of the specialized Joint Hazard Incident Response Team or JHIRT. This team is made up of a small group of hazardous materials technicians that endure a rigorous selection process and additional training. They work closely with the Massachusetts State Police Bomb Squad and Clan Lab Enforcement Team to help identify and mitigate explosive chemical and narcotic incidents. The members of this team are issued special equipment and respond to incidents all over the state, as well as provide venue protection to high profile events.



Holden Fire is part of the Fire District 8 Technical Rescue Team which includes 5 members. This team responds within the fire district, and as needed around the state, to emergencies which require specialized rescue. Rescues include rope/high angle rescues, confined space rescues, trench rescue or collapse rescue. The Town of Holden is extremely fortunate to have members with such a high level of training as they bring that expertise to emergency responses. Within the Technical Rescue Team, currently 3 members are part of the Fire District 8 Scuba Team.



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FIRE DEPARTMENT

Holden Fire continues to look for qualified applicants for the on-call Auxiliary Firefighter Program. This program helps build a strong foundation for on-call firefighters which allows the department to maintain the needed staffing to respond to all emergency calls for service in the town 365 days per year. There are requirements for becoming an on-call Firefighter/EMT which include candidates be 18 years of age and have a high school diploma or equivalent; be a Holden resident or live within a reasonable response distance to either of the 2 department stations; successfully pass a medical physical examination, successfully pass the state physical abilities test; attend the Massachusetts Fire Academy Call/Volunteer program and obtain Firefighter certification; be a certified Massachusetts EMT or obtain the certification within 2 years of appointment.

FIRE PREVENTION DIVISION

The Fire Department remains committed to ensuring the safety of the Town of Holden through the enforcement of the fire prevention laws of the Commonwealth. The Department works very hard to provide quality programs and information to the residents and business owners of our community. The Department continues to work together with the Department of Planning and Development, reviewing and commenting on all building permit applications that require new or updated residential or commercial fire protection. This allows the fire department to be involved in the construction and remodeling projects in town from the developmental phase and ensures that our input on plans is an important part of the process. By being involved at the early stages, we are able to ensure that homeowners and contractors have access to our inspectors to answer questions and review any changes or updates to plans. This streamlines the final inspection process for everyone since all of the planning and review has been completed prior to any installation of devices or systems. In addition, the department has also expanded the number of inspections that we perform in a coordinated fashion with the Building Inspector. By inspecting places of public assembly, schools and commercial properties under construction or renovation with a team approach, it allows us to see issues through the building code and fire code.

The Fire Prevention Division is also responsible for inspecting commercial locations, medical facilities and places of public assembly. We provide safety inspections and fire drills for the business community of Holden as well as all the Wachusett Regional School District schools in town. This type of planning has enhanced the emergency response by the Fire Department.

One exciting milestone that we were able to accomplish in 2018 was upgrading the Fire Department software system. The new software increases efficiencies and data collection through electronic inspection reports. Today's technology quickly outpaced our 10 year old software system, and we are now working with the most current reporting software on the market.

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The Department has provided a significant number of permit inspections over the last year and those numbers are increasing with each passing year. Over 2018, the Fire Department has provided over 1250 inspections. These types of inspections include those for the sale of residential structures, fire alarm systems, oil burners, above/underground storage tanks, liquid propane gas tanks, and sprinkler systems. The Fire Prevention Division also issues open air brush burning permits under regulations set by DEP and EPA. Open air burn permits are valid January 15 through May 1. This past season, 442 permits were sold with over 1,100 daily activations. The on duty staff of the department go out and spot check many permit fires each day.

As always, we encourage residents who would like a safety inspection of their home or have questions about their smoke or carbon monoxide detectors to contact the Fire Prevention Division or visit our website at <http://www.holdenma.gov/fire-department>.

HOLDEN EXPLORERS POST PROGRAM

The Holden Fire Explorer Post 2012 continues to be an important part in the mission of the Holden Fire Department. Some of the current firefighters were a part of the explorer post at one time and it has served as an important recruiting tool. Currently, the post has 20 active youth members and 8 adults that are registered with the Heart of New England Council, Boy Scouts of America. The main mission of the Holden Fire Explorer Post 2012 is to support the mission of the Holden Fire Department.

For the past two years, the Holden Fire Explorers Post 2012 has been under the direction of Senior Advisor/Firefighter David Eddy. Mr. Eddy has been an advisor for the Holden Fire Explorer Post for fourteen years and has 42 years of experience as a firefighter. Advisors who preside under Sr. Advisor Eddy are Tim Kelly, Jeremy LaFlamme and Claudia Eddy who bring a combined experience of 41 years to the program. A liaison for the past seventeen years for the post and Heart of New England is Howie



Explorer Post 2012 members during Princeton
Fire smokehouse training

Gellis. Holden Fire Chief Russ Hall serves as the Executive Officer for the program. The Holden Fire Explorer Post 2012 meet once a week and learn all aspects of fire, rescue, EMS, wilderness survival and search and rescue.

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FIRE DEPARTMENT

The Holden Fire Explorer Post 2012 has been involved in the following programs/events: The Holden Fire Department Annual Open House, Princeton Fire Department for a smokehouse drill and a tour of the Wachusett Fire Tower. They also participated in the Holden Memorial Day Parade and the Rutland July 4th Parade. Also, the explorers participated in the Klondike at Treasure Valley in Rutland. The Explorers were in charge of the Wilderness First Aid station where they scored incoming Boy Scout troops on their knowledge of first aid and teamwork. This was solely their responsibility and they had to work as a unit. Advisors were present if they needed assistance.

We would like to give a special thanks to Chief Russ Hall for the support and guidance of the Explorer Program, Mark Dubois for his teachings of map and compass readings, and Princeton Fire for their invitation to be a part of the smokehouse with the Groton explorers. Also, a thank you to the members of Holden Fire Department for the knowledge that they share with the Explorers and the support from the department.

The Explorer Program is open to any youth between the ages of 14 and 21. If interested in joining, please find us on Facebook or contact Firefighter David Eddy at Fire Headquarters.

STUDENT AWARENESS OF FIRE EDUCATION (S.A.F.E.) PROGRAM

The S.A.F.E. program is a state-wide initiative to teach fire safety education in our community. The purpose of S.A.F.E. is to provide fire and life safety education to school aged children for them to be able to recognize the dangers of fire, and fire hazards that involve smoking related materials. This year, the fire department was awarded the FY18 S.A.F.E. Grant. With these funds, our S.A.F.E. Coordinator and Educators taught fire safety/prevention education in grades Kindergarten through Grade 5, as well as preschools/daycare centers. Topics covered were "Understanding Smoke and Carbon Monoxide alarms," and "Creating a Home Escape Plan", and the importance of having a meeting place located on the street side of your residence where emergency responders will see the occupants. The department also brought back the *Fire Escape Plan Poster Contest*. This contest was available to all students from all grades to participate. The goal is to have each family create a poster describing their own fire escape plan. Winners of the poster contest will be receiving a ride to school in a fire truck in Spring 2019!

We were also fortunate again to receive another state-wide grant to continue the Senior S.A.F.E. presentations. The Senior S.A.F.E. goals are to provide fire and life safety education to seniors in order for them to recognize the dangers of fire, poisoning, falls, and other medical emergencies. The S.A.F.E. Coordinator/ Educators conducted presentations at the Holden Senior Center aimed

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FIRE DEPARTMENT

toward the responses the fire department received for this age group. This year's presentation topic was "Beat the Beep" The goal was to continue the Senior SAFE Detector Exchange Program was proved to be a success in the previous year. Over 30 households participated in the program with over 50 detectors dispersed. The department was also able to assist 12 households with the installation of some detectors due to physical disability. The program also taught the seniors how to maintain and test their detectors to ensure that they remained safe year round. In addition to the exchange program, the fire department also presented an emergency preparedness class that was presented to the residents of Colony Apartments in conjunction with the Emergency Management Coordinator. The program was successful with 20 residents attending. Attendees were each given their own emergency preparedness kit that contained information and helpful tools including a rechargeable plug-in flashlight for power outages.

In addition to teaching fire prevention and education in school, the Fire Department also provides numerous Headquarter station tours for Girl/Boy Scout Troops, conducts station tours for residents, holds an annual Public Safety Day Open House, participates in the town-wide Big Truck Day, and provides fire education during the town wide Holden Days community event.

HOLDEN FIRE PUBLIC SAFETY DAY OPEN HOUSE



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FIRE DEPARTMENT

EMERGENCY MEDICAL SERVICES

The Holden Fire Department EMS service has continued its dedication to providing the highest level of pre-hospital emergency care. In 2018, the department answered 1,545 requests for emergency service with an average response time of 5 minutes 22 seconds, which exceeds the 8 minute nation-wide response benchmark. The service continues to attract experienced providers who provide quality medical care to our patients. Members of our service are provided ongoing continuing education, and 100% call review is completed by the EMS coordinator and Affiliate Medical Director to ensure we are providing the best possible treatment for all our patients.

The department has three Class 1 ambulances all outfitted to the Advanced Life Support level. Currently, the department staffs two of the ambulances to the ALS level 24 hours per day and seven days per week. The third ambulance is a spare unit which, if needed, is staffed on a recall of personnel. We continue to see an uptick in the amount of simultaneous EMS calls, so the importance of the third ambulance being available is more apparent than ever.

This year, the department has placed an emphasis on incorporating simulation-based training into our EMS training regimen. Through the support of the Fire Chief, Deputy Chief, and the Town we were able to purchase a high-fidelity adult patient simulator, as well as a medium-fidelity pediatric patient simulator. We will be continuing to work to advance our "Sim Lab" area so that providers are able to practice skills that are high in acuity/difficulty, but often low occurrence. This will also provide a better learning experience for call reviews/remediation.

The department continues our commitment to making Holden "Heart Safe" by working with the schools and other town departments to certify staff in CPR, and AED. We continue to encourage members to become CPR Instructor certified, so that we can continue to broaden our reach of these important classes. With the assistance of UMass University Physicians, we were able to provide hands-on CPR learning sessions at Holden Days. Additionally, we have begun to provide "Stop-the-bleed" classes to town, as requested, and have received positive feedback about this initiative.

As our department closes out another successful year, we are reminded of the dedication and professionalism of all our EMT's and Paramedics. We are fortunate to have a staff of experienced providers who work tirelessly to make Holden a safer place for its residents and visitors.

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FIRE DEPARTMENT

EMERGENCY MANAGEMENT

Emergency management for Holden is under the responsibilities of the Fire Chief. Emergency Management activities include membership in the South Wachusett Regional Emergency Planning Committee (SWREPC) of which, Chief Russell Hall is currently a member.

Our Community Emergency Response Team (CERT) is comprised of volunteers who help during emergencies. The CERT Team, which falls under Emergency Management, is another component of emergency preparedness and the response to emergencies that is handled by Fire Department personnel using Department equipment and special equipment purchased under the Emergency Management budget.

The primary focus of emergency management this year consisted of working closely with the Wachusett School District and the surround towns to develop and test an all hazards school response plan. On March 29, 2018, the Holden Fire Department/Emergency Management developed, coordinated and executed an all hazards disaster drill impacting the regional high school. Representatives from the various town departments, the area towns, school district and state and local official attended and took part in this drill.

On top of the development of these plans, emergency management continued to focus on training, operations, and capabilities of the Emergency Operations Center (EOC) located in the Public Safety Building; an assessment of the emergency preparedness training needs of town employees; the development of a Continuity of Operations Plan for town departments and an updating of the towns Comprehensive Emergency Management plan, Hazardous Materials Response plan, and sheltering plan. The Fire Department provided emergency preparedness material and training to town residents during Holden Days as well as during the Fire Department's Open House this past October.

As a reminder to residents, the town implemented an additional method of providing emergency messages and information to town residents-an emergency broadcast AM radio station. In addition to the town website page, Facebook pages and Twitter feeds, residents can tune in to the radio station at **1680 AM**. This radio station will broadcast key public safety information such as road closings, power outage updates, and emergency shelter locations during damaging weather events and other natural disasters. The station will also be a valuable news resource during town-wide celebrations such as Holden Days so residents can receive information about detours and shuttle service to avoid being stuck in event-related traffic.

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SOUTH WACHSUETT REGIONAL EMERGENCY PLANNING COMMITTEE

The South Wachusett Regional Emergency Planning Committee (SWREPC) is a regional planning committee made up of the towns of Boylston, Holden, Sterling, and West Boylston that has been established through the Federal Emergency Planning and Right-to-Know Act (EPCRA) of 1986. Members represent all four towns and all key departments in those towns including: Administration, Department of Public Works, Board of Health, Light, Police and Fire, as well as local industry and organizations such as the American Red Cross and University of Massachusetts Medical School. The Committee looks at various types of disasters and hazardous material problems that could impact the towns, develops plans to address those incidents, and tests those plans to ensure first responders are proficient with the plans to address these incidents. The Committee meets quarterly and works closely with the Massachusetts Emergency Management Agency (MEMA). Annually the committee conducts a major hazardous materials spill simulation to test our readiness and skills at responding as a unified team to a major disaster.

The certification of the committee extends through January 18, 2021. Certification of the committee is based on the towns having a system in place to track and monitor hazardous chemicals stored within the community, having a process to share the information with the public and ensuring the towns have an adequate response plan to address a chemical spill and limit its impacts.

On April 18, 2018, the SWREPC held a table top drill testing the plans and protocols developed through the committee's work. The drill was based on a chemical spill impacted an area healthcare facility. Involved in this drill were representatives from Holden, Boylston, West Boylston, Sterling, Oriol Healthcare, Massachusetts Emergency Management Agency, the American Red Cross and Clergy from the Episcopal Diocese of Western Mass.

PUBLIC SAFETY

POLICE DEPARTMENT

David A. Armstrong – Police Chief (center)
Marie Carlson – Department Secretary (right)
Johanna Adams – Department Administrator (left)



CHIEF'S REPORT

The Holden Police Department in 2018 was able to make significant strides in training. Two Officers were added as RAD instructors, which is Rape Aggression Defensive Training. This Training will be utilized for the Community and Schools.

We were also able to train two new School Resource Officers who will be assigned to the Holden Schools. Our Partnership with School Superintendent Darryll McCall continues as it has for the past 28 years of having an Officer assigned to the Schools.

Concerning the National Opiate Epidemic looking at crime statistics and medical calls have leveled off and in some areas we even have seen reductions. This continues to be a major part of everyday patrol responses. Education and school programs are needed to reduce the potential for opiate addiction.

The Holden Police Department takes a great deal of pride in mentoring and building partnerships. Our partnership program with Anna Maria College has been extremely successful by giving students a fantastic internship and providing the Holden Police Department with a feeder program for our Wachusett Regional Dispatch Center.

The Holden Police Department was Re-certified in 2018 under the guidelines set by The Massachusetts Accreditation Committee. The effort put in by the Certification Team lead Officer,

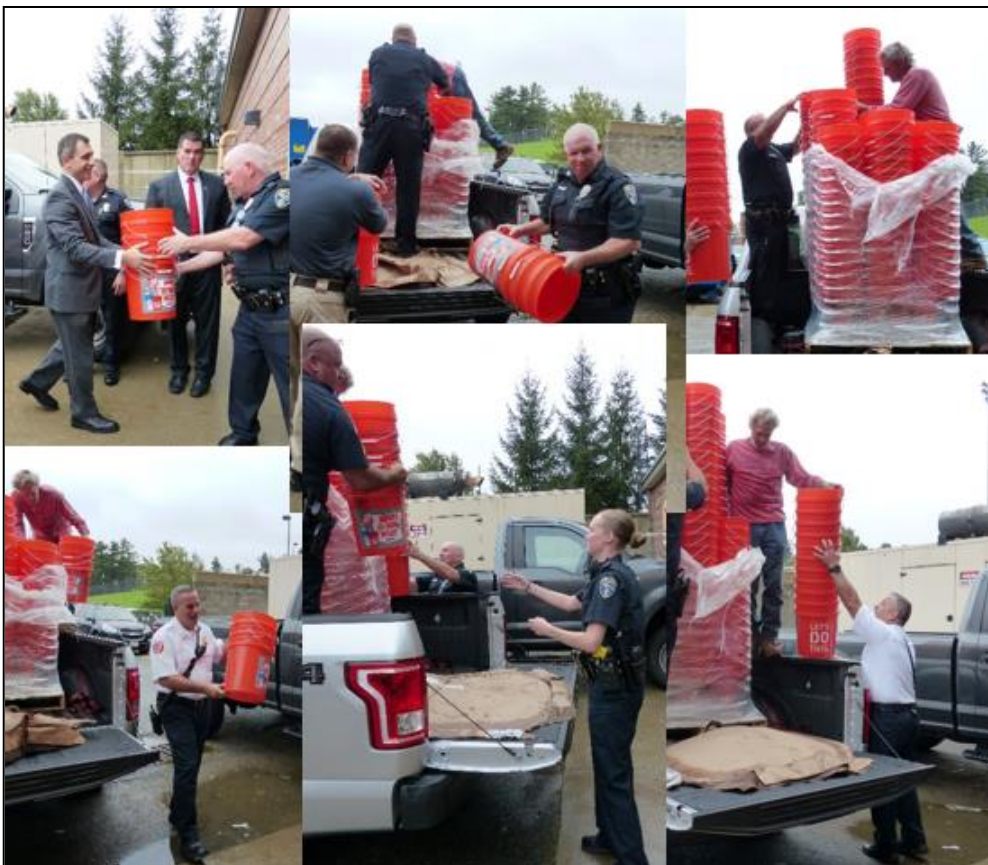
PUBLIC SAFETY

POLICE DEPARTMENT

Michael Braley and Administrator Johanna Baum, led to a flawless 3 day review of 159 Policies and Procedures. This is the fourth time that the Department has received this honor.

The Wachusett Regional Dispatch Center has developed into one of the best call centers in Massachusetts. The team that has led the development has received best practices status on how to develop and grow State 911 Call Centers.

The Town of Holden continues to be an extremely safe community because of the support from our residents, business partners, Selectman Finance Committee and Town Manager. We appreciate the support in order to make our personnel and the community safe.



Holden Officials delivering Go Buckets at Holden schools. The buckets were donated by Home Depot and they are intended to provide necessities and accommodations in classrooms when students are required to remain in the room during lock downs. The program was launched by Holden Police Chief David Armstrong. Pictured here are: Town Manager Peter Lukes, Selectman Anthony Renzoni, Police Officer Gregg Sculthorpe, Police Sergeant Richard Horrigan, Fire Chief Russ Hall and Police Officer Janet Bourget.

PUBLIC SAFETY

POLICE DEPARTMENT

ANIMAL CONTROL

Michael S. Sendrowski, ACO/SPO (Retired 12/31/18)

Thomas S. Walsh, ACO (Part-time), Animal Inspector

Karen Bullis, ACO (Part-time), Animal Inspector (Hired 11/1/18)

The Holden Animal Control Department is staffed by two certified animal control officers. The Massachusetts Department of Agriculture, Division of Animal Health approves the appointment of the municipal animal inspectors. Holden animal control officers are responsible for administrative aspects of the Animal Control Department, proper care and control of animals in our custody and monitoring lost and found reports in-office and on social media.

Animal control officers also:

- Respond to all off-shift emergencies;
- Provide care for the animals held by the department 365 days a year;
- Prepare reports and participate in hearings and appear in court as needed;
- Enforce both state laws and town by-laws;
- Respond to calls regarding domestic animals, livestock and wildlife;
- Work collaboratively with many outside agencies such as the Worcester Animal Rescue League, Massachusetts Department of Fish and Wildlife, Tufts Wildlife Center, Massachusetts Department of Environmental Police, Massachusetts Department of Agriculture, Division of Animal Health, the Massachusetts Society for the Prevention of Cruelty to Animals, and the Animal Rescue League of Boston;
- Issue and enforce quarantines;
- Work both in the field and in the office, managing calls for service, complaints and inquiries.
- Participate in continuing education to maintain certification status.
- Hold Hunter's and Trapper's Licenses.
- Participate in Emergency Management planning.



PUBLIC SAFETY

POLICE DEPARTMENT

DATA

During 2018, nine citations were issued. Animal control officers fielded and responded to more than 408 calls for service. This number does not include those made via email. Additionally, calls regarding wildlife were addressed by the animal control officers. Most often, wildlife calls are concerning possible rabid, injured or nuisance animals. This year included diverse animals like Black Bear and Muscovy Ducks. The Department fielded more than 52 loose canine and 16 stray feline calls. Lost and Found netted 82 calls. Approximately 80 involved such matters as kennel inspections, animal quarantines, animal bites, nuisance barking, nuisance at large, hearing requests, administrative calls, police assists, and board of health assists, fire department assists, and livestock inspections.

RABIES

A primary duty of the animal inspector is rabies control in the domestic animal population. In accordance with state law, all domestic mammals that bite a human or another domestic mammal must be quarantined for a period of ten days to determine the risk of rabies transmission, regardless of whether the domestic animal has a documented rabies vaccine. Domestic mammals that come in contact or are otherwise exposed to the rabies virus must first be assessed to determine severity of risk. Depending on the vaccination status of the domestic mammal involved, it will either be quarantined or destroyed. The animal inspector must ensure that all animals, wild or domestic, which must be tested for rabies, are captured and euthanized. The head must be removed, and the specimen must be properly packaged and submitted to the State Rabies Lab for testing. Pets that may have been in contact with a rabid animal are also quarantined. CATS, DOGS and FERRETS are required to have rabies vaccinations. Legal exotic animals should be made known to officers in order to plan for emergencies.

LIVESTOCK

Municipal animal inspectors are also responsible for livestock inspections and may be called to assist with domestic animal disease quarantines in the event of an outbreak. Livestock inspections are a census of the domestic animal population of the town, ensure that all of the animals appear to be in good health and free from disease, observe animal housing, and ensure ample food and water are supplied. The annual livestock census, required by the Massachusetts Department of Agriculture, Division of Animal Health, is taken by the sworn animal inspectors of this department. There are more than 25 known locations that keep livestock and fowl within the town of Holden.

PUBLIC SAFETY

POLICE DEPARTMENT

Animals that must be included in inspections are: Alpaca, Beef Steer, Chickens, Cows, Donkeys, Ducks, Game Birds, Geese, Goats, Horses, Llama, Sheep and Turkey.

ISSUES OF NOTE

New laws enacted 11/8/18 as part of the PAWS ACT II now make Animal Control Officers mandated reporters of Child Abuse, Elder Abuse and Abuse of the Disabled. Fines for animal laws have increased significantly. First offenses are no longer dismissed. Cruelty charges now recognize sexual abuse of an animal. Drowning of animals is now prohibited.

PUBLIC SAFETY

POLICE DEPARTMENT

TRAFFIC DIVISION

In 2018, the Holden Police Department Traffic Division experienced another busy year, as continued development in our town and those surrounding us creates more vehicle traffic. Of the 261 reported accidents in 2018, 94 were on Main Street. Route 31 saw 46 crashes; 20 of those were on the Reservoir Street section. Distraction and impatience are major contributors – many of our accidents are rear-end collisions, caused by the risky combination of tailgating and inattention. Another common cause of accidents is maneuvering to 'get ahead' in traffic by unsafe decisions such as careless merging, illegal passing, and running stop signs and red lights.

Although these accident statistics are far from ideal, the strong enforcement efforts and visible presence of our officers has had an encouraging effect. The purpose of traffic monitoring, motor vehicle stops and writing citations is to correct the behaviors which cause crashes. Encouragingly, the 261 accidents reported in 2018 actually represents a 10% decrease from 2017. HPD will continue to watch traffic in our known safety 'hotspots', as well as problem areas submitted to us via the Traffic Enforcement Request Form on our website: <http://www.holdenpd.com/trafficrequest.htm>. Please don't hesitate to use this form if you have a specific traffic safety concern. We take these enforcement requests seriously, reviewing each one we receive carefully and following up to the best of our ability. Please note that requests for road signage should be directed to the Holden Department of Public Works.

Also, never hesitate to call us if you observe erratic operation while you are out and about. Our patrols cannot cover every part of town at once, so our citizens provide an invaluable service by reporting unsafe drivers to us. Many of these situations result in arrests, for speeding, unlicensed or dangerous driving, or OUI. HPD made 19 arrests for operating under the influence last year, and we continue to be dedicated to arresting and prosecuting violators of OUI laws strictly and consistently.

In conclusion, I personally wish to thank the residents of Holden for their contributions to our public safety. Please continue to report unsafe situations to us, and be assured our officers will do their utmost to address them.

Finally, please remember: When you're driving, take a break from all of your other activities and distractions. Just relax, and drive cautiously and courteously – you'll stay safer for it. Best wishes for a safe and happy 2019.

PUBLIC SAFETY

POLICE DEPARTMENT

DETECTIVE BUREAU

The Holden Police Department's Detective Bureau is responsible for following up on preliminary crime reports resulting from investigations by patrolmen, and serious crimes such as sexual assaults, robberies and death investigations. To accomplish this task, the specially trained officers assigned to the Detective Bureau work closely with the patrolmen of the department, as well as other law enforcement agencies and detectives throughout New England.

Since criminals and crimes are not restricted to municipal boundaries, detectives participate in highly specialized organizations including, but not limited to, the Worcester County Counter Crime Task Force, the Worcester Police Street Violence Prevention Group, the New England State Police Information Network, the National White Collar Crime Center (NW3C), New England Organized Retail Crime Alliance (NEORCA) and the International Association of Financial Crime Investigators. The detectives also participate in a number of training seminars provided by District Attorney Joseph Early's office, Municipal Police Training Council, State Police and the Municipal Police Institute.

The structure of the Holden Police Detective Bureau has evolved over the past few years to better serve the specific needs of the Town of Holden. The detective bureau is headed by the Detective Lieutenant and staffed with a Detective and two Detective Patrolmen. In addition to assisting with investigations, each detective patrolman is also assigned a second role. One patrolman is designated as the Wachusett High School Resource Officer (SRO) and, the second is designated as the court officer. This shift in organizational structure allows for better allocation of investigative resources and ensures oversight in areas of fundamental importance.



Public Safety, School District and Town Officials meeting
on the first day of school

In 2018, we have seen a marked improvement in the communication between the police department and the schools. In 2019, we will continue to work on strengthening our relationships with the members of the community and other agencies. Specifically, we will continue to work with school administrators to integrate the best policies and practices to keep our students safe.

PUBLIC SAFETY

POLICE DEPARTMENT

The Detective Bureau initiated improvements to our organizational structure and technology in 2018, and will continue to keep pace with the ever changing needs of the Town and its residents.

Pamela Harding – Director/Planner (right center)
David Lindberg – Building Commissioner/Zoning Enforcement Officer (left center)
Carol Perkins – Senior Clerk (right)
Denise Monteiro – Senior Clerk (left)
Glenda Williamson – Conservation Agent



The Department of Planning and Development is responsible for the regulatory review and analysis of the numerous development proposals brought before various town boards and commissions. Building Inspection, Planning, Conservation, Zoning, and Health, are the main program directions for the department. The Department also administers the Residential Curbside Recycling and Trash Collection Program.

The town has in place a streamlined permitting process that provides clear and concise information to applicants, provides a mechanism for technical review prior to the submission of an application, and allows for timely review by various town departments and committees or boards. Subdivisions of land, new housing developments, and site plans for commercial development are subject to this process. These projects are planned and completed in a highly regulated environment designed to provide the community with projects that respect the environment, minimize the impact on town resources and services while complementing the fabric and character of Holden.

The Town of Holden is in the fifth year as a partner in the Regional Alliance for Board of Health Services. This regional effort includes Worcester, Holden, Shrewsbury, Leicester, and West Boylston. By regionalizing these services each town gets the benefits of a much larger staff with each member of the staff having expertise in a specific area of public health rather than having one

DEPARTMENT OF PLANNING AND DEVELOPMENT

PLANNING – BUILDING INSPECTION – TRASH/RECYCLING – HEALTH – CONSERVATION - ZONING

agent who may not have training or education in all of the areas required in today's complex public health environment.

The Department has also worked cooperatively with the Department of Public Works to expand on the People GIS and online based form system to create one comprehensive guide for property records. This system continues to be utilized for all building related permitting and inspectional requirements and is continually expanded upon and fine tuned. The system is also utilized to create inspection reports for the Conservation Commission, keep record of Board of Health complaints and is expected to be expanded upon continuously.

DEPARTMENT OF PLANNING AND DEVELOPMENT

HOLDEN PLANNING BOARD

Pamela Harding, Director
Liz Fotos - Recording Secretary

PLANNING BOARD MEMBERS

John Michalak – Chair
Robert Ricker – Vice Chair
Otto Lies
Tina Stratis (Resigned August 2018)
Scott Carlson
Jeffrey Head
Jacquie Baum (Appointed October 2018)

RELATED COMMITTEE/COMMISSION MEMBERSHIPS

Otto Lies-Central Massachusetts Regional Planning Commission (CMRPC)
Scott Carlson – Master Plan Update Steering Committee

Planning Board Meetings: Second and fourth Tuesday of every month except in July, and December when one meeting per month is held.

RESPONSIBILITIES

The general purpose of the Planning Board is to provide for and guide the orderly growth and development of the community. This is accomplished primarily through development of a Master Plan for the Town, the Zoning Bylaw, and the Planning Board's Rules and Regulations Governing Subdivision of Land. The purpose of these administrative duties is to ensure the public safety, interest and welfare of the residents of the Town within the Planning Board's functional areas as mandated by statutes and local bylaws and regulations. The Planning Board is responsible for the administration of the Subdivision Control Law pursuant to Massachusetts General Laws Chapter 41 and its Rules and Regulations, to provide ways that are safe and adequate for pedestrian and vehicular access. The Board conducts meetings and public hearings in compliance with Massachusetts General Laws to review and consider subdivision plans and Approval Not Required plans. The Planning Board also makes recommendations on the laying out and acceptance of public ways. Another important function of the Planning Board is to consider and prepare amendments to the Town's Zoning Bylaw. The Board conducts public hearings on amendments drafted by the Board and on amendments that are submitted by citizen petition or landowners.

DEPARTMENT OF PLANNING AND DEVELOPMENT

HOLDEN PLANNING BOARD

SUBDIVISION CONTROL REGULATIONS

Subdivision Control Regulations provide design guidelines and construction standards for new roadways constructed within Town to ensure adequate and safe access. The Board conducted various administration and oversight of active subdivisions approved in previous years

APPROVAL NOT REQUIRED

In 2018, the Planning Board reviewed ten plans entitled to endorsement when subdivision “approval is not required”. These plans generally are for lot line adjustments, easements, and the creation of new building lots, which meet frontage and area requirements under zoning and are located on existing roadways.

PRELIMINARY SUBDIVISIONS

The Planning Board did not review any preliminary subdivisions in 2018.

DEFINITIVE SUBDIVISIONS

In 2018 the Planning Board continued their review of definitive subdivision for Greenwood Estates. This subdivision was originally submitted in 2000 and has gone through various reiterations. The Planning Board issued approval for an 87 lot subdivision located off Union Avenue, requiring numerous off-site improvement including much needed intersection improvement to Unions Avenue and Highland Avenue and sewer improvements throughout the area. .

The Planning Board also conducted a hearing for a definitive subdivision in 2018 referred to as Danielle Lane which is an 8 lot cul-de-sac located off northern Wachusett Street.

STREET ACCEPTANCE

The acceptance of roadways indicates all conditions of approval have been satisfactorily completed and the roadways were constructed to Town standards. The Planning Board recommended the acceptance of roadways within the Wachusett Woods Subdivision referred to as Shady Lane and Snowberry Lane, the Developer defaulted on construction requirements and the Planning Board was able to revoke the bond and work closely with the Department of Public

DEPARTMENT OF PLANNING AND DEVELOPMENT

HOLDEN PLANNING BOARD

Works to complete construction of the infrastructure and stormwater requirements. Town Meeting approved this acceptance in May, 2018.

The Planning Board recommended the acceptance of Paul Revere Road, also referred to as Red Tail Estates, a 500 foot cul-de-sac located off Nola Drive. Town meeting approved this acceptance in December, 2018.

ACTIVE SUBDIVISIONS

SUBDIVISION	DATE APPROVED	# OF LOTS	HOMES BUILT	ACRES
Oak Hill Subdivision	10/8/2019	55	42	84
Wachusett Valley Estates	2/9/2016	36	32	47.9
Persons Rest	11/29/2016	6	0	10.6
Danielle Lane	7/17/2018	8	0	11.96
Glenwood Estates	9/2018	87	0	62.63

SPECIAL PERMIT/SITE PLAN REVIEW

The Planning Board held three public hearings for site plan review/special permit applications. Site Plans allow for the review of specific site conditions related to public safety, lighting, traffic flow, landscaping etc.

This year was an eventful year for permitting redevelopment along Main Street. The Board approved an addition located at 1092 Main Street for the expansion of a dental office. An approval was issued for the demolition of an existing bank and construction of a new banking facility with a drive-thru and additional commercial space located at 1057 Main Street. A new restaurant was approved at 661 Main Street at the site of the Blue Plate.

The Village at Westminster received an extension of time for a Continuing Care Retirement Community located on Newell Road, consisting of 125 units.

ZONING BYLAWS

The Town of Holden Zoning Bylaws establish regulations about various land uses throughout the Town. Amendments to the Town Zoning Bylaws require the Planning Board to conduct a public hearing and provide a recommendation at Town Meeting. Zoning Articles require a 2/3 vote at

DEPARTMENT OF PLANNING AND DEVELOPMENT

HOLDEN PLANNING BOARD

Town meeting to pass. In 2018 the Planning Board proposed the prohibition of recreation marijuana facilities, an amendment to the accessory apartment bylaw and a reduced setback for sheds. All of the zoning articles proposed by the Planning Board received the required 2/3 vote at Town Meeting.

MASTER PLAN IMPLEMENTATION AND PLANNING

The Planning Board also began evaluating the existing Village Zoning District located in the Jefferson area of Holden. The Central Massachusetts Regional Planning Commission spearheaded this study with the Board and analyzed existing and proposed land uses, identifying possibilities for expansion and amendments to the Bylaw. The Board began Phase II of this study which is creating a new Village Bylaw creating a mixed use area.

A Planning Board Appointee was added to the Master Plan Update Steering Committee. This Committee is charged with studying the 2008 Master plan and conducting a ten year update to reflect Holden's progress and changing needs.

In addition to these duties, regular business of the Planning Board includes the review of applications to the Zoning Board of Appeals and Zoning Administrator for variances and special permits, and participation in the Central Massachusetts Regional Planning Commission (CMRPC). I would like to thank the Planning Board who work hard throughout the year and volunteer their personal time for the betterment of our community.

DEPARTMENT OF PLANNING AND DEVELOPMENT

BUILDING INSPECTION AND CODE COMPLIANCE

David Lindberg – Building Commissioner/Zoning Enforcement Officer

Carol Perkins – Senior Clerk

Denise Monteiro – Senior Clerk

Paul Kathman – Inspector of Wires

Peter Liddy – Alternate Inspector of Wires

Rick Travers – Part-Time Building Inspector

George Mioglionico – Plumbing/Gas Inspector

Dennis Harney – Alternate Plumbing/Gas Inspector

The Building Department remained busy as construction activity remained brisk. During the year, we issued almost 1800 permits for building, electrical, plumbing/gas, and sheet metal work. Within those permits, there were 52 new single-family homes built, with construction costs of close to \$16 million. Other projects included: 100+ additions/renovations, 34 wood/pellet stoves, 26 finished basements, and 12 photovoltaic solar installations. Still others included swimming pools, central air conditioning, gas fireplaces, water purification systems, and many more. In non-residential construction, we saw the completion of the build-out at the Reliant Medical building at 64 Boyden Road, the renovation of the Perrone Landscape building on Salisbury Street, and numerous other projects.

Processing all those permits and managing the scheduling of inspections, upkeep of our data management software, and our administrative support to various town boards requires competent and engaged team players. Carol Perkins and Denise Monteiro provide high-level customer service. Paul Kathman and George Mioglionico, electrical and plumbing inspectors, respectively, continue to serve the Town with their deep knowledge and experience in their given fields. This year we welcomed Rick Travers aboard as our Part-Time Building Inspector.

Zoning enforcement and land use issues add a different level of interaction between town staff and the public. At its most basic, enforcement can be simply educating people as to what the rules are and why they are not in compliance. Often it progresses beyond that- to the point of a flagrant disregard for the rules, which then takes additional time and different strategies. Conversely, it is very rewarding when a new business calls looking for space in our community and we are able to find them a suitable match. Working with the Zoning Board of Appeals and other town departments has resulted in a high success rate in resolving zoning issues

DEPARTMENT OF PLANNING AND DEVELOPMENT

BUILDING INSPECTION AND CODE COMPLIANCE

TYPE OF PERMIT	# OF PERMITS	CONSTRUCTION COST	PERMIT FEES
Building	800	\$26,823,225	\$119,579
Electrical	425	\$635,782	\$34,153
Plumbing	317	\$264,694	\$36,465
Gas Fitting	175	\$124,005	\$19,195
Sheet Metal	51	\$184,700	\$2,805
TOTALS	1768	\$28,032,406	\$212,147

DEPARTMENT OF PLANNING AND DEVELOPMENT

ZONING BOARD OF APPEALS

David Lindberg – Building Commissioner/Zoning Enforcement Officer

Carol Perkins – Part-Time Secretary

Ronald Spakauskas – Chairman

Silvio Annunziata – Clerk

Roy Fraser III

Fred Lonardo

James Deignan

Robert Butler (1st alternate)

David George (2nd alternate)

The ZBA has the authority to hear appeals of building permit denials by the Zoning Enforcement Officer, to grant variances for circumstances where zoning requirements cannot be met, and to grant special permits based on use where required by Holden's bylaws. Cases which do not involve any change in the building footprint are handled by the Zoning Administrator who is appointed by the ZBA and confirmed by the Board of Selectmen. This position is held by the Senior Planner and frees up time for the ZBA to offer a higher level of service to residents.

In 2018, the Zoning Board of Appeals conducted fifteen hearings. The Zoning Board of Appeals approved nine variance applications and three special permit applications. Three variance applications were denied.

DEPARTMENT OF PLANNING AND DEVELOPMENT

ZONING BOARD OF APPEALS

ZONING BOARD OF APPEALS CASES HEARD IN 2018

January	68 Fisher Road	Variance to allow construction of a duplex home
	68 Fisher Road	Variance to reduce minimum lot size to 25,000 square feet
March	193 Mixter Road	Variance for relief from lot frontage requirements to construct single family home
	54 Salisbury Street	Special Permit for the expansion and conversion of a single family dwelling to a 3-family dwelling
April	6 Kenwood Road	Variance for relief from front and side setback requirements for a porch roof
	7 Colonial Road	Amendment to a Special Permit granted in 2007 for the continued operation of an existing Learning Center
May	102 Mt. View Drive	Variance for relief from side yard setback requirements for a shed
June	139 Twinbrooke Drive	Variance to correct dimensional deficiencies
	145 Twinbrooke Drive	Variance to correct dimensional deficiencies
	7 Shays Lane	Special permit for an accessory apartment
	180 Parker Avenue	Variance for a relief from side yard setback requirements for a pool
August	18 Avery Heights Drive & 79 Avery Road	Variance for the relief from area requirements on 29 Avery Heights Drive and 79 Avery Road to build a single family home
December	55 Mason Road	Variance to modify a previous variance granted in 1978
	661 Main Street	Variance for relief from front setback requirements

DEPARTMENT OF PLANNING AND DEVELOPMENT

CONSERVATION COMMISSION

Robert Lowell, Chair
Kenneth Strom, Vice Chair
Michael Scott
Anthony Costello
Luke Boucher
David Nyman
Cathy Doherty (Appointed 4/18)
Glenda Williamson - Conservation Agent



The Holden Conservation Commission is a seven-member board that is appointed by the Board of Selectmen. The Commission is responsible for administering the Massachusetts Wetlands Protection Act, M.G.L. 131 Section 40, and the Town of Holden Wetlands Protection Bylaw. The Commission meets on the first Wednesday of the month and the public is welcome to attend.

The Conservation Commission created a local Wetlands Bylaw adopted at Town Meeting in 2000. The local bylaw authorizes the Commission to implement a 100 foot buffer for all vernal pools, both certified and non-certified. The bylaw also places a 25-foot upland buffer zone adjacent to all resource areas, excluding the Riverfront Area. All placement of fill or disturbance of land area within 100 feet of a bordering vegetated wetland and within 200 feet of a perennial stream must file and receive approval from the Commission.

In 2018, the Commission held 12 public hearings for: 13 Notices of Intent, 4 Extensions of Time, 13 Requests for Determinations of Applicability, 18 Certificates of Compliance, and one Amended Order of Conditions. The Commission issued 2 Enforcement Orders and one Emergency Certification. In addition, the Commission reviewed 3 Forest Cutting Plans under Chapter 132 of the Forest Cutting Practices Act.



In addition to conducting public hearings and monitoring permitted projects, the Commission is responsible for managing town-owned open space and recreation lands. The Commission

DEPARTMENT OF PLANNING AND DEVELOPMENT

CONSERVATION COMMISSION

regularly cooperates with local land conservation organizations to preserve open space parcels with high recreation/natural value for the enjoyment of the public. The Town of Holden Conservation Commission was recently awarded a grant from the Land and Water Conservation Fund for the purchase of an additional 24 acres of the Holbrook property located off Salisbury Street. The acquisition of this parcel provides a vital access point and will expand upon an existing open space corridor. The Greater Worcester Land Trust (GWLT) and the White Oak Land Society (WOLCS) will hold the conservation restriction jointly.



DEPARTMENT OF PLANNING AND DEVELOPMENT

BOARD OF HEALTH

Denise Monteiro – Senior Clerk

CENTRAL MASSACHUSETTS REGIONAL PUBLIC HEALTH ALLIANCE

Phil Leger, Supervisor

Michael Mendez – Food and Housing

Julie Vanarsdalen, - Title V

BOARD OF HEALTH MEMBERS

Michael Mazloff – Chair

Michelle O'Rourke – Member

Stella Adu-Gyamfi – Member

The Board of Health promulgates guidelines and regulations concerning the safety and well-being of the public. The Board also engages in public health emergency preparedness planning, communicable disease control, community health improvement planning, immunizations, solid waste and recycling, on-site sewage disposal, recreational camp and public pool inspection, food safety and protection, housing and nuisance type complaints such as noise, dust, and odor. The Board is a three member elected board with each member serving a term of three years.

In 2013, the Town of Holden entered into an inter-municipal agreement with the City of Worcester's Division of Public Health (WDPH) in order to provide an even wider array of public health services to the community. Worcester is the lead agency of the Central MA Regional Public Health Alliance (CMRPHA) which consists of the Towns of Grafton, Holden, Leicester, Millbury, Shrewsbury and West Boylston who work cooperatively to create and sustain a viable, cost-effective, and labor-efficient regional public health district serving a population of 285,000 residents. Member communities are provided a range of services through a single organization managed by WDPH. The inspiration to develop a regional health district arose from the considerable disparity in size, available resources and types of resources offered by each municipality.

In 2015, WDPH/CMRPHA conducted a comprehensive Community Health Assessment (CHA) in Holden and surrounding Alliance communities in order to determine priority areas for health improvement. After analyzing local and state data as well as reviewing the qualitative data garnered from community forums, the Alliance identified 9 key areas of public health. Those areas are the foundation for the 2016 Greater Worcester Community Health Improvement Plan (CHIP) which has the vision of creating the "Healthiest Region in New England by 2020" #healthy2020. In October 2018, WDPH once again collaborated with Fallon Health and UMass Memorial Healthcare to facilitate a 2018 Greater Worcester CHA which will inform the next CHIP, slated for

DEPARTMENT OF PLANNING AND DEVELOPMENT

BOARD OF HEALTH

2021. This will provide a refined and continued road map of improving health for outcomes for residents across the public health region.

WDPH / CMRPHA achieved a major goal in 2016 by becoming the first nationally accredited health department in the Commonwealth and the first multi-jurisdictional health department in the country (out of approximately 5,000 health departments in the United States). This 5 year accreditation marks a new culture within the CMRPHA; working creatively and collaboratively to achieve excellence and sustainability with a focus on constant quality improvement. With a total workforce of 26 public health professionals and a myriad of community partners, CMRPHA communities can rely on public health expertise and experience as described within this annual report.

ENVIRONMENTAL HEALTH

WDPH staff help ensure businesses and residents comply with numerous environmental health regulations. Most recognized is the food protection program, in which staff conducts routine and follow-up inspections of more than **70 food establishments** in the Town of Holden. In addition, staff review plans and specifications for new food businesses, investigate complaints and conduct administrative hearings with the Director and/or the Board of Health to address non-compliant businesses. Regional Public Health Specialists (RPHS) conduct inspections for semi-public swimming pools, tanning facilities and recreational camps for children, and investigate complaints related to housing, lead paint, illegal dumping, the release of oil or hazardous materials, and nuisances in accordance with the following regulations: Chapter V of the State Sanitary Code: Minimum Standards for Swimming Pools, 105 CMR 435.000; Chapter VII of the State Sanitary Code: Minimum Standards for Bathing Beaches, 105 CMR 445.000; Recreational Camps for Children and family style campgrounds, motels, mobile home parks and cabins; and annually issue licenses for these facilities, M.G.L. c.140, ss.32B and 32C; and Chapter IV of the State Sanitary Code: Sanitary Standards for Recreational Camps for Children, 105 CMR 430.000.

A review of inspections conducted during the calendar year did not yield any significant trends or discrepancies. However, the CMRPHA region has witnessed a continued increase in Farmer's Markets within its communities and neighboring municipalities. Below is a summary of the types and number of inspections conducted in the town of Holden during the calendar year 2018:

DEPARTMENT OF PLANNING AND DEVELOPMENT

BOARD OF HEALTH

CATEGORY	NUMBER OF INSPECTIONS
New Food Establishment Plan Reviews	0
Low Risk Food Inspections	31
Medium Risk Food Inspections	47
High Risk Food Inspections	53
Total of Routine Food Inspections	131
Total of Re-Inspections Conducted	25
Housing Complaints	9
Food Safety Complaints	9
Nuisance Complaints	14
Total Complaints Investigated	32
Pool Inspections (2 public pools)	3
Camp Inspections (1 camp)	1
Tanning Facility Inspections	0
Perc/Soil Testing	25
Septic Plan Reviews	21
Well Reviews	5
Tobacco Inspections	See Community Health
Animal Complaints/Quarantine Orders	TBD
Barn Inspections	TBD

COMMUNICABLE DISEASE / NURSING

Under Massachusetts General Laws, Chapter 111, suspected and/or confirmed cases of diseases dangerous to the public's health are reportable to the local Board of Health and/or the Massachusetts Department of Public Health. Reporting disease occurrences enables the Public Health staff to monitor trends, detect and control outbreaks, and evaluate prevention activities. WDPH/CMRPHA regularly collects important information on all reported diseases in the Town of Holden as part of routine epidemiological disease investigations. The following is a summary of the reported diseases (confirmed) in Holden during calendar year 2018 unless otherwise noted:

DEPARTMENT OF PLANNING AND DEVELOPMENT

BOARD OF HEALTH

REPORTABLE DISEASE	NUMBER OF CASES
Campylobacteriosis	4
Cyclosporiasis	1
Group B Streptococcus	1
Haemophilus influenza	1
Hepatitis A	1
Hepatitis C	1
Human Granulocytic Anaplasmosis	3
Influenza	27
Legionellosis	1
Lyme Disease (suspect)	39
Malaria	1
Pertussis	2
Salmonellosis	3
Streptococcus pneumoniae	3
Tuberculosis (LTBI)	5
TOTAL	93

Influenza clinics were not held in the town since the Massachusetts Department of Public Health is no longer supplying influenza vaccine for insured adults. A small supply of influenza vaccine was ordered for use with children (regardless of insurance status) and uninsured adults at the weekly influenza clinic held at the WDPH/CMRPHA offices. No Holden residents have availed themselves of this service.

COMMUNITY HEALTH

The Town of Holden is a member of the Worcester Regional Tobacco Control Collaborative, which provides enforcement of Mass General Laws and local regulations around youth access and environmental tobacco smoke. Youth access compliance checks, which involves a trained youth between the ages of 16-17 attempting to purchase a specific tobacco product in a permitted tobacco retail establishment, are conducted one or two times per fiscal year, as determined by the Massachusetts Tobacco Control Program in the collaborative communities. Retailer education visits are also conducted to ensure all applicable permits and signage are displayed, humidors are locked, and Massachusetts tax stamps are on tobacco products, all tobacco products are behind the counter and out of the customer's reach and the importance of checking identification.

DEPARTMENT OF PLANNING AND DEVELOPMENT

BOARD OF HEALTH

TOBACCO INSPECTION REPORT

Number of Retail Inspections Completed	19
Number of Violations	1
Number of Compliant Checks Completed	22
Number of Failed Compliance Checks	2

Holden is part of the Massachusetts Opioid Abuse Prevention Collaborative (MOAPC) which is a regional coalition that works on collecting data and developing a regional plan on how to reduce or prevent opioid overdoses. The Coalition always welcomes residents and other key partners to participate in this important work. In 2018, WDPH/CMRPHA received \$100,000 through the City of Worcester's MOAPC grant award. Staff coordinates and hosts Regional Response to Addiction Partnership (RRAP) meetings quarterly and engage stakeholders and community partners with updates on progress and suggestions for new projects.

WDPH facilitates the Academic Health Collaborative of Worcester, a public health practicum with many of the City's higher education institutions. Through this program, WDPH/CMRPHA hosted several community health outreach interns who assisted with various projects and health fairs in the community. The students attended the Holden Farmers Market weekly to distribute health information to community members. Additionally on August 25th, staff attended Holden Days and distributed health information to residents surrounding several health topics such as substance use prevention, healthy eating and active living, and mosquito and tick safety. In observance of National Public Health Week (April 2-8, 2018) community health staff participated in several activities including a national twitter chat with the American Public Health Association and presented a lecture on the importance of public health at Wachusett Regional High School.

PUBLIC HEALTH EMERGENCY PREPAREDNESS

The Massachusetts Department of Public Health's (MDPH) Office of Preparedness and Emergency Management (OPEM) has developed Health and Medical Coordinating Coalitions (HMCC) in each of the six regions throughout the state. In each region, OPEM has chosen a Sponsoring Organization to oversee the fiscal, administrative, and programmatic aspects of the HMCC grant. In Region 2, the WDPH has served as the Sponsoring Organization for the past two years. Each HMCC is tasked with completing deliverables designed to foster a multi-disciplinary, regionalized approach during all phases of an emergency: preparedness, response, recovery, and mitigation. As a member of the Region 2 HMCC, the Town of Holden has access to increased resources and is a part of regional planning efforts. For example, in the event of an emergency the Town may

DEPARTMENT OF PLANNING AND DEVELOPMENT

BOARD OF HEALTH

request additional equipment for shelters or Emergency Dispensing Sites (EDS). Additionally, Town employees are able to attend such public health-centric trainings as those related to active shooter and hazardous materials.

As Sponsoring Organization, WDPH is considered the regional Emergency Support Function 8 (ESF-8); in an emergency, WDPH would coordinate resource requests and allocation, and provide situational awareness for all healthcare organizations and local public health departments in the seventy-four cities and towns that make up Region 2.

Currently, twenty community members from the Town of Holden are registered Worcester Regional Medical Reserve Corps (WRMRC) volunteers. The WRMRC, coordinated by WDPH, is a national system that is run on the local level to meet the unique challenges of local areas, and bring together people who have skills related to healthcare, as well as citizen volunteers who would be interested in assisting during an emergency impacting the health and well-being of the community. WRMRC volunteers are trained and prepared to respond to emergencies in their communities. They function as part of their local emergency preparedness teams, supplementing existing emergency and public health resources and agencies. To this end, WRMRC volunteers are regularly trained on such topics as the Incident Command System (ICS) and shelter operations. As a member of the WRMRC, the Town would have access to all 429 registered volunteers within the volunteer database in the event of an emergency.

As with previous years, Emergency Preparedness staff worked in conjunction with the Holden Board of Health to review and revise the Town's Emergency Dispensing Site (EDS) plan. In addition, staff continued to attend the South Wachusett Regional Emergency Planning Committee (REPC) meetings as scheduled to provide both local and regional public health and healthcare planning updates to the town. The Holden Board of Health was also in compliance with and participated in all quarterly WebEOC emergency reporting drills conducted by MDPH. In 2018, Emergency Preparedness staff also worked with the BOH to develop and conduct an exercise testing the set-up of the EDS, in fulfillment of state and federal deliverables.

DEPARTMENT OF PLANNING AND DEVELOPMENT

SOLID WASTE/TRASH COLLECTION AND RECYCLING

The Town of Holden continues to operate one the most innovative curbside recycling and residential trash collection programs in the Commonwealth. Partnering with Casella Waste Services for the collection of trash and recyclables, the town continues to recycle over one third of the residential waste. In 2018 the program serviced approximately 5,900 residential units. Casella collected 4,674 tons of trash which was disposed of at the Wheelabrator Trash to Energy Facility in Millbury, Massachusetts at a cost \$68.18 per ton. Casella also provides biweekly recycling and collected 1,968 tons of material processed at a single stream recycling facility in Auburn at a cost of \$30 a ton.

WACHUSETT WATERSHED REGIONAL RECYCLING CENTER

Holden is one of seven communities who are members of the Wachusett Watershed Regional Recycling Center. The mission of the Center is to promote recycling and reuse for a healthy watershed community through the Wachusett Watershed Regional Recycle Center

The Wachusett Watershed Regional Recycle Center opened in 2010 and is completely operated by volunteers. The organization accepts items that are not easily disposed of and uses various methods to reuse the material, appliances, television furniture and mattress material are all accepted and disposed of to varying facilities for recycling.

In 2013 the Recycled Resource building was completed to provide free items for education, arts or household use. The Recycled Resource building incorporates the former Recycle Center, established in the 1990s by Karen Shapiro at Wachusett Regional High School in Holden, MA. The Recycle Center (then resurrected by Wachusett Earthday) moved to several Holden locations before closing at Oriol Health Care in 2010. Wachusett Watershed Regional Recycle Center is operated by Wachusett Earthday volunteers.

In 2018 the center continued to conduct six household hazardous collections and four free document shredding events.

DEPARTMENT OF PLANNING AND DEVELOPMENT

MASTER PLAN UPDATE STEERING COMMITTEE



STEERING COMMITTEE

Jessica Milliken, Chair
Anthony Renzoni, Selectman
Scott Carlson, Planning Board
Joseph Dolak, Finance Committee
Robin Owens, Recreation Committee
Barbara Kohlstrom
Scott Morrison
Anthony Jensen
Steven Yerdon

EX-OFFICIO

Pamela Harding, Director Planning and Development
Stephanie King, Assistant Town Manager

In 2008 the Town of Holden completed its first Master Plan as required under Massachusetts General Law Chapter 41 Section 81D. This document serves as a guideline representing community goals and objectives for the future. It can aid in important decision making throughout the Towns growth. This plan typically covers a twenty-year period. The content of a comprehensive Master Plan is governed by state regulation and must include the following topics;

Visioning
Housing
Economic Development
Transportation
Open Space and Recreation
Natural, Cultural & Historic Resources
Community Services and Facilities
Land Use
Implementation

DEPARTMENT OF PLANNING AND DEVELOPMENT

MASTER PLAN UPDATE STEERING COMMITTEE

The Master Plan Update Steering Committee was appointed to evaluate the progress of recommendations identified in the 2008 Master Plan and update projections with updated data. The Committee was appointed by the Town Manager and began meeting in July, 2018. The Town contracted with the Central Massachusetts Regional Planning Commission to work on this extensive project. Town staff, Committee Members and CMRPC have been working diligently on obtaining community input. Outreach efforts were conducted at Holden Days, a Community Visioning event in October and an online survey with almost 1,000 responses were just a few events the Committee has conducted to date to ensure the Master Plan reflects the needs and wants of the residents. The planning efforts will continue into 2019 with an updated and utilized Master Plan.

DEPARTMENT OF PUBLIC WORKS

ADMINISTRATIVE DIVISION

John R. Woodsmall, III, P.E. - Director of Public Works

Brenda J. Harvey - Office Manager, retired 10/26/18

Maureen Burke - Senior Clerk, Promoted to Office Manager 10/27/18

The Holden Department of Public Works (DPW) is comprised of six (6) Divisions: Administration; Engineering; Highway; Equipment Repair; Building & Grounds (B&G), and; Water & Sewer (W&S). The Department is responsible for the planning, design, operations and management of the Town's public works infrastructure and assets and provides professional technical and management expertise to other municipal departments and town officials. Holden's infrastructure includes roads, sidewalks, bridges, guard rail and street signs; storm water, catch basins, culverts and outfalls; cemeteries, parks and playgrounds; town-owned buildings including four (4) historical ones; the closed town landfill; town-wide fleet and equipment maintenance; public water supply including its storage, pumping and distribution; public sewer collection and pumping stations; winter snow & ice operations; and management necessary to provide safe and reliable transportation systems for each of our municipal public safety operations, residents, businesses and visitors.



Left to Right: Isabel McCauley, Patrick Wood, Christopher DeMoranville, Ryan Mouradian, Kristen Chan, Maureen Burke, Brenda Harvey and John Woodsmall

DEPARTMENT OF PUBLIC WORKS

ADMINISTRATIVE DIVISION

MISSION STATEMENT & FOCUS

The principal mission and focus of the Holden Department of Public Works is to enhance the quality of life for all residents, businesses and visitors of Holden through responsible and sound management, innovation, teamwork and vision, and to provide dependable, high quality, responsive public works and utility services at reasonable costs.



PERSONNEL

2018 continued the trend of change and continued growth for the personnel within the DPW. Once again a number of individual personnel changes occurred. Many of these were related to people earning promotions (either internal to the DPW or with different municipalities) or retirements. Maureen Burke and George Hayes were promoted to new positions within the DPW. Joseph Kenny and Jesse Riedle from the W&S Division each left for higher level positions in a different town. The DPW welcomed Timothy Grainer, Patrick Wood, Joseph LaRoche, Dana Stoddard, Richard Wheeler, Andrew Bondar, and Shannon Rauh to the Town. Finally, Brenda Harvey, DPW Office Manager, retired from the Town after thirty-four (34) years of service on October 26.



OPERATIONS

Following the appropriation of money in November, 2017, the existing facilities at 18 Industrial Drive were demolished and the site levelled in preparation of future work. In December, at both a Special Town Meeting and a Special Town Election, the Town supported the DPW with the approval of an \$18.5 million project for the design, permitting, and construction of a new DPW Facility at 18 Industrial Drive. We are extremely thankful to the Town voters for the support that they showed for this project, and look forward to bringing this project to completion over the next several years.

DEPARTMENT OF PUBLIC WORKS

ADMINISTRATIVE DIVISION

Operations wise, the Holden Department of Public Works had a very successful year. The winter of 2017-2018 saw an above average amount of snowfall, with a warm February followed by an intense and snowy March. A nor'easter on March 13 and 14 affected the State, and led to a Federal Disaster Declaration for snow removal. The winter of 2018-2019 started off with an early season snow storm in November, but was relatively quiet through December. In 2018, a total of thirty-four (34) snow and ice events occurred. Weather also affected the Water & Sewer Division's operations. The fall of 2018 was one of the wettest on record, which led to higher than normal flows observed in the sewer system, and a lower than normal amount of water sales.



DPW Office Manager,
Maureen Burke

The Department undertook a number of capital improvements in 2018. The W&S Division completed cleaning and lining projects for both water main and sewer force mains in Shrewsbury Street. The water main project stretched from Main Street to Doyle Road, and the sewer project encompassed the area between Lincoln Avenue and Chapel Street. At the Trout Brook Recreation Area, the manmade pond was dredged out, restoring the pond to its original depth, which will enhance to the water quality and prevent the pond from being filled in from silt. While that work was underway, the B&G Division replaced the outlet pipe from the pond, and cleaned out the spillway below the dam at the pond, ensuring proper water discharge. The Highway Division spent much of the construction season undertaking roadway, sidewalk, and handicap accessibility



DPW Director, John Woodsmall

improvements to the Birchwood Drive and Timber Lane neighborhoods. Construction of a number of private subdivisions continued, keeping the Engineering Division busy with extensive review of plans and inspections in the field.

Including those above projects, the Department also successfully completed its annual road and sidewalk paving program, and continued its sound maintenance of the Town's buildings, grounds, vehicles and equipment, and the water and sewer infrastructure.

Holden is fortunate to have such a talented and hard working group of public works professionals who strive to deliver the highest level of customer service and satisfaction under the most challenging conditions and on a constant basis. I am very fortunate and proud to be surrounded by such a talented and dedicated group of public works professionals.

DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION

Isabel McCauley, P.E. - Town Engineer

Mark St. Fleur, E.I.T. - Civil Engineer II, Resigned on 2/16/18

Patrick Wood, P.E. - Civil Engineer II, Hired on 4/17/18

SEWER PERMITTING

The Department of Public Works (DPW) - Engineering Division continues to provide critical information to the residents about municipal sewer availability, connection procedures and required fees. To ensure proper sewer service installation the Engineering Division provides the inspections of installed sewer laterals prior to the contractor's backfilling the trench. A total of sixty-two (62) new sewer connections were witnessed for 2018. All sewer lateral locations and depths of burial information as well as the permit applications are available in the DPW - Engineering Division office located in the Town Hall.

WATER QUALITY & SUPPLY

The DPW - Engineering Division inspected fifty (50) new water service connections. New water meters were installed by the DPW - Water & Sewer Division for each of these new services.

STORMWATER

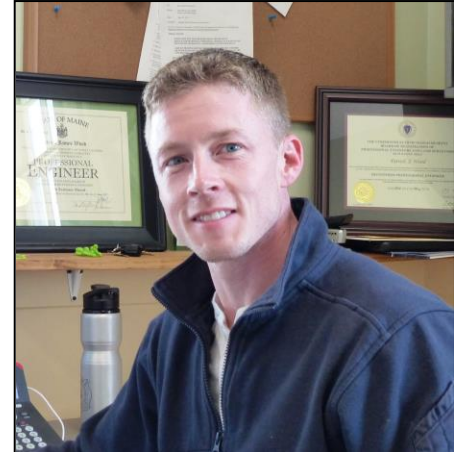
The DPW-Engineering Division continued the management of the Town's compliance with its National Pollutant Discharge Elimination System (NPDES) Small Municipal Separate Storm Sewer System (MS4) General Permit, as administered by the Environmental Protection Agency (EPA). On October 1, 2018, a Notice of Intent (NOI) for coverage under the MS4 General Permit was submitted to the EPA. The DPW-Engineering Division continued the Town's representation in the Central Massachusetts Regional Stormwater Coalition (CMRSWC), with both John Woodsmall and Isabel McCauley serving on the Steering Committee for the CMRSWC. Additionally, the DPW-



DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION

Engineering Division, through the CMRSWC, continued the Town's representation in the Statewide Municipal Stormwater Coalition which is formed by regional stormwater coalitions across the Commonwealth, in order to facilitate collaboration and promote more effective and efficient management of stormwater. The statewide coalition was awarded, by the Department of Environmental Protection (MassDEP), a \$200,000.00 municipal grant for a statewide education program. As a result of this effort a "Think Blue Massachusetts" campaign was initiated and various educational materials were provided to create awareness of stormwater and to comply with the public education requirements of the MS4 General Permit. It is expected that in 2019 this campaign will continue the efforts achieved in 2018.



Patrick Wood, Civil Engineer

SUBDIVISIONS

The DPW - Engineering Division routinely assists the Planning Board, Conservation Commission and Zoning Board of Appeals with the review of site plans; preliminary and definitive subdivision plans; Approval-Not-Required (ANR); and "as-built" plans, and offers professional technical review of hydrology and hydraulic modeling and studies for Site Plan and Definitive Subdivisions applications approval.

The Division is responsible for inspections of all utilities and roadway construction for all subdivisions. The inspections are performed routinely throughout the construction process to ensure proper construction methods are employed and that all utilities are installed in accordance with the approved plans and details. Post-construction inspections are performed by the Division as well as the witnessing of water and sewer main testing to ensure that the systems are free of any deficiencies. The Division also coordinates all work and procedures associated with other DPW Divisions, namely the Highway and Water & Sewer Divisions during proposed street acceptances.

At the May 21 Annual Town Meeting, Snowberry Lane and Shady Lane were accepted. And, at the December 7, 2018 Special Town Meeting, Paul Revere Road was accepted.

The Division provided inspections on a number of subdivisions, including) Fisher Terrace (located off of Fisher Street), Oak Hill (located off of Salisbury Street), Wachusett Valley Estates (located off of Bullard Street), Red Tail Estates (located off of Nola Drive), Parson's Rest (located off of Salisbury Street), Torrey Lane Extension (located off of Torrey Lane) and Danielle Lane (located off of Wachusett St (Rte 31).

DEPARTMENT OF PUBLIC WORKS HIGHWAY DIVISION

STREET OPENING PERMITS

A total of ninety two (92) roadway opening permits were issued for 2018. These permits include any and all excavation within the public right-of-way for utilities, driveways and new subdivision roadways. Inspections are required before and after the permits are issued to ensure compliance with the street entry requirements.

PROJECTS

The Division oversees and manages contracted services for all post-closure monitoring activities for the Town-owned landfill on River Street. In 2018, the Town continued to conduct additional monitoring and sampling activities at the monitoring wells, and surface water and sediments within the leachate seeps along the Quinapoxet River banks. The Comprehensive Site Assessment (CSA) report and supplementary information were submitted to the MassDEP. The Town expects to receive approval of the CSA work and to continue with a Corrective Action Alternatives Analysis (CAAA) as required by the MassDEP.

The Division oversaw the start of two significant studies for the Town. The first is an architectural assessment of all Town owned buildings; the second is an assessment of the privately owned Eagle Lake Dam. Monies for these projects were appropriated at the May, 2018 Annual Town Meeting, and work began in the fall for each of these projects. Final reports are expected in the beginning of 2019 for these projects.

The Division manages and maintains the Town's Geographic Information System (GIS) online mapping system and a web-based management system for the administration of data, assets and time resources for each of the DPW Divisions.

As part of maintaining the Town's GIS website, the Division manages the annual parcel map updates for compliance with the MassGIS Level 3 Standard.

The Division maintains the online permitting system for sewer and water connection permits, and street entry permit. Public service calls are managed using an online work order system which streamlines the process.



DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION

The Division manages and maintains a local master address database and periodically notifies local, state and federal agencies of new addresses.

The Division continued its management of street line painting operations. The entire Town had existing street lines re-painted.

The Division worked in collaboration with Highway to enable dredging and drainage improvement activities at Trout Brook.

The Division applied for the second step of the Massachusetts Department of Transportation (MassDOT) Complete Streets program and has signed a contract with the State to prepare a list of priority projects for potential construction funding for FY2018.

The Division submitted the required forms for eligibility under the MassDOT Transportation Improvement Project program for the Shrewsbury St / Doyle Rd roadway improvement project. The Town received a letter dated August 3, 2018 from MassDOT indicating that this project was eligible for Federal Aid highway funding. The estimated cost of the project is \$7.0 million. Further design of this project will continue into 2019.

The Division managed and oversaw the repair activities for the Mt. Pleasant Bridge over the Asnebumskit River. The repairs included filling an undermined section of the bridge footing located underwater.

PROJECT SUPPORT

As an integral part of the Department of Public Works, the Engineering Division provided support to various levels of municipal Town operations throughout 2018 including drainage repairs and improvements, construction supervision, water main breaks/repairs, and Chapter 90 State-Aid and Town-funded road, sidewalk and drainage construction projects.

DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION

Christopher DeMoranville - Supervisor of Operations

John Whipple - Highway Working Foreman

Gregory Rozak – Equipment Operator III

Jon Scott - Equipment Operator III

Philip Waldo - Equipment Operator III

John DiPerrio- Equipment Operator II

Steven Stewart - Equipment Operator II

Justin Kublebeck - Equipment Operator II

Jason Putnam - Equipment Operator II

2018 HIGHLIGHTS

The winter of 2017-2018 saw an above average amount of snowfall, with a warm February followed by an intense and snowy March. A nor'easter on March 13 and 14 affected the State, and led to a Federal Disaster Declaration for snow removal. The winter of 2018-2019 started off with an early season snow storm in November, but was relatively quiet through December.

Due to the very warm February, the ground thawed, and did not re-freeze prior to the March snow storms. Thus a large amount of curb and lawn damage was caused by the plowing operations in March. This led the Highway Division to take several weeks to repair this damage at various locations throughout the Town.

During the construction season, over 1.27 miles of road were re-surfaced. Most of this work occurred in the Birchwood Drive and Timber Lane neighborhoods. Improvements to handicap accessibility were made to the sidewalks in these neighborhoods, and the dividing island at the intersection of Birchwood Drive and Brattle Street was enlarged. This enlargement serves to provide an increased traffic calming effect, reduces slightly the stormwater runoff from the intersection, and improved the aesthetics of the neighborhood entrance.

GENERAL OPERATIONS

Snow removal remains a top priority of the Highway Division, in order to provide the safest possible road and sidewalk conditions during the winter months. This task is undertaken by the combined efforts of the DPW - Highway, Equipment Repair, Water & Sewer, and Building & Grounds Divisions.

DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION



The Town does not contract outside snow plowing or salting services and all work is performed in a very cost-effective and professional manner utilizing dedicated town employees.

To provide reliable, safe and timely snow plowing and salting services - the Highway Division reminds Holden residents not to plow, shovel, or snow blow snow onto the public ways. Depositing snow onto a public way is a violation of a Holden "by-law" and fines may be assessed to violators. To assist our equipment operators during plowing operations and to minimize damages to private property - residents are advised to install snow stakes at the edge of the street to identify walls, fences and/or other related private assets covered by snow. It is also recommended that mailboxes be secured and set back from the roadside to prevent damage from the snow that is displaced during the snow plowing operations. The majority of resident mailbox-related damage customer requests can be avoided if residents make necessary repairs and secure their mailboxes prior to the commencement of the winter season. Similarly, it is the property owner's responsibility to clear snow in front of their mailbox and at the end of their driveways. Property owners are also advised to place snow on the roadside end of their driveways on the downward side of the travel lane of their driveway aprons to reduce large deposits of snow resulting from snow plowing operations.

Members of the Highway Division have many years of experience dealing with winter weather conditions. During snow events it important to note that when traveling - residents and commuters alike - can assist our snow plow equipment operators and avoid collisions/minimize windshield damages - by keeping a safe distance of at least three hundred (300) feet behind Town-equipment at all times. Our trucks make frequent stops and turns to provide safe and reliable public roads (and sidewalks) for our residents and businesses. Your patience, courtesy, and stopping to think goes a long way in making winter driving safe for all.

In the spring, the Highway Division solicited bids for a variety of roadway treatments, including: cold-planing (or milling); crack sealing, and; new hot mix asphalt. During the construction season, thirty three (33) different streets received some sort of surface treatment, representing approximately 7.28-miles of road. Not including crack sealing, over 1.50-miles of road received new hot mix asphalt, sidewalk ramps and curbing. Each of these resurfacing projects was completed in a cost-effective and timely manner by utilizing the DPW – Highway Division acting as the General Contractor. The Highway Division also completed many smaller highway-related projects throughout the Town during the construction season and responded to numerous customer-related service requests.

DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION

The leaf composting and brush chipping facility was staffed during various times throughout the year by Highway, Equipment Repair, and Building & Grounds Division employees. This service is a very popular operation for the residents of Holden. The materials generated from this program are processed by the DPW and used on soccer fields, baseball fields, and numerous town-wide DPW projects. The Highway Division maintains a small quantity of compost materials at the DPW Facility at Adams Road for residents to use for potting soil etc., and at no charge.



Woodchips are also made available for resident use at no charge. For winter use by residents, the DPW maintains a small quantity of winter sand/salt mix at our DPW Adams Road Facility.

We would like to thank all employees of the DPW – Highway and Buildings & Grounds Divisions that worked on these projects.

LOCAL ROADS

2018 – HIGHWAY MAINTENANCE

Sidewalk Maintenance and Construction

Routine "town-wide" sidewalk patching and repair was performed to existing sidewalks. Berm reconstruction was performed along Birchwood Drive, Timber Lane and John Alden Drive. New concrete ramps and granite curbs along the radius of the intersections were installed along Birchwood Drive. The island at the intersection of Birchwood and Brattle Street was improved to provide motorists better maneuvering.

Service and Dig Safe Requests

The Highway responded to four hundred fourteen (414) service requests.

Drainage

Storm drainage work included the installation, replacement and/or repair of drain manholes, catch basins, and pipes of various sizes on all streets that received new hot mix asphalt overlays.

DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION

2018 – COLD PLANING

WITH TWO (2) INCH – HOT MIX ASPHALT OVERLAY PROJECTS SIDEWALK RECONSTRUCTION AND CURB CUTS

Street	From	To
Birchwood Drive	Brattle Street	Shrewsbury Street
Timber Lane	Birchwood Drive	Birchwood Drive
John Alden Street	Birchwood Drive	Cul-de-sac
Plymouth Road	Birchwood Drive	Pilgrim Drive
Ann Street	Birchwood Drive	Wildwood Road

In summary, the Highway Division completed a total of 1.50-miles of public road surface improvements, representing approximately 1.3-percent of the total miles of public roads in Holden.

2018 – CRACK SEALING PROJECTS

Street	From	To
Osgood Ave.	Sheffield Way	Town Line
Sheffield Way	Pinecroft	End
Larkspur Rd.	Pinecroft	End
Sage Wood Cir.	Pinecroft	End
Pinecroft Ave.	Parker Ave	End
Longmeadow Ave.	Cook St.	Lakespur Rd.
Glenwood St.	Parker Ave.	Cook St.
Laurelwood Rd.	Main St.	End
Holt Rd.	Main St.	End
Bancroft Rd.	Main St.	End
William St.	Holt Rd.	Bancroft
Cook St.	Stoneleigh Rd.	End
Stoneleigh Rd.	Shrewsbury St.	Parker Ave
Harold St.	Cook St.	Stoneleigh Rd.
Anthony Dr. Ext.	Cook St.	End
Laurelwood Rd.	Main St.	End
Holt Rd.	Main St.	End
Bancroft Rd.	Main St.	End
William St.	Holt Rd.	Bancroft
Oak Cir.	All	Cook St.
Quail Run	Main St.	End
Aplha Rd.	Main St.	End
Gail Dr.	Main St.	End

DEPARTMENT OF PUBLIC WORKS

HIGHWAY DIVISION

2018 – CRACK SEALING PROJECTS

Street	From	To
Vista Cir.	Main St.	Main St.
Mayo Dr.	Main St.	Surrey Lane
Oakwood St.	All	
Oakwood St. Ext.	All	
Torrey Lane Ext.	All	
Dawson School	Parking Lot	
Dawson Recreation	Parking Lot	
Davis Hill	Parking Lot	
Senior Center	Parking Lot	

GENERAL MAINTENANCE

General maintenance activities completed during 2018 includes:

- Cleaning and inspecting numerous drainage structures.
- Approximately one hundred and twenty (120) miles of roads were swept, plowed, sanded and/or inspected for defects.
- Twenty (20) miles of sidewalks were swept and plowed.
- Public schools including Dawson, Mayo, Davis Hill, and Mount View Schools were plowed, sanded and swept.
- Each of the public building facilities were plowed, sanded, and swept.
- Numerous street and warning signs were repaired and/or replaced town-wide.
- 4,100-feet of berm repaired
- 6,245-feet of new asphalt berm installed
- Twenty (20) new handicap accessible curb cuts (ramps) were installed.
- Over 73 manholes and catch basins were repaired or replaced.
- 240-feet of existing drainage pipe were replaced in various locations
- Approximately 550 Christmas trees were chipped

DEPARTMENT OF PUBLIC WORKS

BUILDINGS AND GROUNDS DIVISION

Jeremy Glynn - Working Foreman
James Ringgard – Equipment Operator III
Daniel Deptula - Equipment Operator III
Adam Hickey – Equipment Operator III
George Hayes - Equipment Operator II, Promoted 1/2/18
Gary Gauthier - Laborer-Buildings
Michael Comforti - Laborer-Buildings
Timothy Grainger - Laborer-Grounds, Hired 4/2/18

YEAR 2018 HIGHLIGHTS

The Building & Grounds (B&G) Division of the Department of Public Works is responsible for the maintenance of all Holden municipal properties, including the various cemeteries and all recreation areas. Daily janitorial services are also provided at the Town Hall, Starbard Building, Library and the Senior Center. The daily operations of the physical plant at the Dawson recreation area are included in the Division's duties from May through September. Jeremy Glynn, Jim Ringgard, and Adam Hickey are each licensed certified pool operators. Jeremy Glynn and Timothy Grainger are each licensed as Pesticide Applicators.

The B&G Division completed several significant projects this past year. Continuing on with the work begun at the Trout Brook Recreation Area, working in conjunction with the Engineering and Highway Divisions, the pond was dredged, and the outfall and outfall piping were replaced. Repainting of portions of the Library and the Public Safety Building were accomplished. The B&G Division also helped facilitate the assessments of Town Buildings that was performed by an architect hired by the Town.

A cleaning contractor was used to provide custodial services at the Recreation Building, Starbard Building, Town Hall, Gale Free Library, and Senior Center. The use of this contractor has allowed B&G Division staff to perform more work with existing manpower, while still accomplishing the daily cleaning activities necessary in these heavily trafficked buildings.



DEPARTMENT OF PUBLIC WORKS

BUILDINGS AND GROUNDS DIVISION

PARKS, RECREATION AREAS & SCHOOL FIELDS

Trout Brook Reservation Lodge received continued daily attention and weekend coverage throughout each of the seasons. The Lodge facility



is used regularly for rentals by various church and civic groups and is well received by those who used the facility. Mayo School, Davis Hill School, Mount View School, Dawson School and Recreation Area, and Jefferson Field were primarily maintained by George Hayes. Spring and fall turf maintenance for each of these areas are performed with the assistance from other B&G Division employees. Timothy Grainger maintained each of the other smaller park areas with assistance from Gary

Gauthier and Michael Comforti. This work also included grass mowing at the Town Hall, Starbard Building, Damon House, Hendricks House & Barn and the Senior Center.

Mason Park, Jefferson Park, Kimball Park and Winthrop Oaks Park were well-maintained on a regular basis throughout the growing season and all baseball and soccer fields received necessary field repairs throughout the season. Also, the various mini-parks along Main Street were also maintained throughout the year to provide beautification to Main Street.

In conjunction with our Highway Division personnel, all roadway shoulders and intersections were mowed from May through October using our roadside tractor Boom Flail Mower operated by Adam Hickey. The



Christmas tree program proved useful and was very well received. Numerous smaller projects were completed in Town buildings throughout the year. The combined cooperative efforts of the B&G and Highway Divisions resulted in the cost-savings and timely completion of numerous important behind-the-scenes projects and day-to-day tasks. All told, the B&G Division responded to four hundred thirty-seven (437) requests for service.

DEPARTMENT OF PUBLIC WORKS BUILDINGS AND GROUNDS DIVISION

CEMETERIES

Grove Cemetery and Park Avenue Cemetery together with the Historic Cemetery were maintained by Daniel Deptula - an extremely large and busy task - but one that is managed well and which receives many compliments each year for the outstanding level of work performed. In 2018, nineteen (19) cremation burials and twenty-two (22) full burials occurred.

We would like to thank each of the talented, hardworking and dedicated members of the DPW – Buildings & Grounds Division for another successful year.

DEPARTMENT OF PUBLIC WORKS

MECHANICS DIVISION

David French - Mechanic Foreman

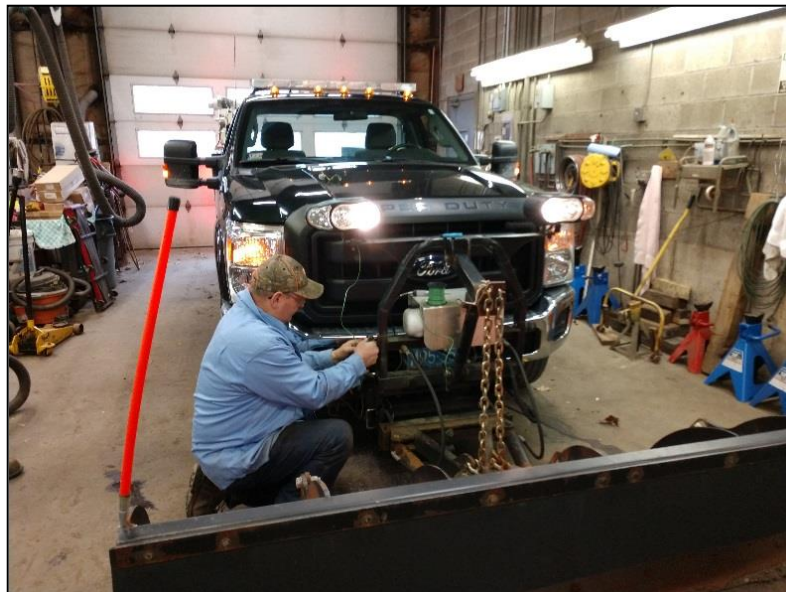
Paul DiNoia - Mechanic

Robert Schwartz – Mechanic

The DPW - Equipment Repair Division maintains all DPW, Municipal Light, Fire, Police and general municipal vehicles, in addition to servicing each of the twenty-eight (28) sewer pumping stations, generators and fuel storage tanks – to assure that all equipment is ready, reliable and safe for day-to-day and emergency-related use. The work completed this year included the complete overhaul of various Town vehicles in addition to providing day-to-day preventative maintenance and/or repairs for over one-hundred and twenty (120) pieces of Town-owned heavy equipment, vehicles and construction-related equipment. We are appreciative of the dedication and hard work performed by our talented equipment repairmen and mechanics.

The activities of the Equipment Repair Division in 2018 included:

- ❖ All DPW, Fire, Police, Light Department and general municipal vehicles were serviced and maintained.
- ❖ Continued to provide assistance to all Town Departments throughout the year on various projects.
- ❖ Monitored and maintained the fuel dispensing system and record-keeping aspects for all Town vehicles.
- ❖ Responded to three hundred twenty-nine (329) requests for service from all Town Departments.



Mechanic Dave French getting town vehicles
ready for snow storm

DEPARTMENT OF PUBLIC WORKS

WATER AND SEWER DIVISION

Ryan S. Mouradian, P.E. - Water & Sewer Superintendent (left)

Maureen A. Burke - DPW Senior Clerk, promoted on 10/27/18

Shannon Ruah- DPW Senior Clerk, Hired 11/19/18 (right)

Adam Perkins -Water & Sewer Foreman

Kenneth Dunn - Water & Sewer Operator (WO) III

Justin Pedersen - WO III

Joseph Kenney - WO IV, Resigned on 6/28/18

Jesse Riedle - WO IV, Resigned on 7/1/18

Alan Horstman -WO II, Resigned on 2/8/18

Luis Garcia - WO IV

Dana Stoddard - WO II, Hired 3/19/18

Richard Wheeler - WO III, Hired 8/21/18

Andrew Bondar -WO I, Hired 10/11/18



Ryan Mouradian and Shannon Rauh

HIGHLIGHTS

Two major projects were completed on Shrewsbury Street this year, a cleaning and lining of the existing water main and a cleaning and lining of the existing sewer forcemain from the Lincoln Avenue sewer pumping station.

The water main cleaning and lining involved removing the existing cast iron water main from service, and connecting each home in the area to a temporary water main that was run along the side of the road. The main was then scraped clean to improve the water flow, and a cement liner was sprayed on and troweled smooth to prevent future buildup that is typical for cast iron water mains. Approximately 500' of new water main was installed on Doyle Road between Shrewsbury Street and Brattle Street as part of this project, completing a water main loop that was never

DEPARTMENT OF PUBLIC WORKS

WATER AND SEWER DIVISION

completed in the past. This loop provides better fire flow and water quality to the residents in the area.

The sewer forcemain cleaning involved removing the existing sewer forcemain from service which runs from the Lincoln Avenue Sewer Pumping Station to a manhole just South of Homestead Road and placing a temporary forcemain in service which ran along the side of the road. The existing forcemain was then scraped clean, video inspected, and precise measurements were taken from various locations along the line. A liner was then manufactured offsite based on those measurements. Once complete, the liner was installed and steam cured to create a hard plastic structural liner which will both improve longevity and flow within the forcemain.

In the early spring, a contractor for the W&S Division continued a sewer Inflow/Infiltration (I/I) evaluation project. I/I is clean water that enters into the sanitary sewer system, and is transported away for treatment. It represents an additional cost to the Division, and is beneficial to remove. The work this contractor was conducting involved the cleaning and inspection of approximately 43,500 linear feet of sewer pipe. The results of these inspections will be combined with the inspections completed in 2017 to create a construction project where any necessary repairs will be completed.

An American Water Works Association (AWWA) M36 Level 2 Water Audit was conducted using grant monies from the Massachusetts Department of Environmental Protection (MADEP). This audit expanded on the Level 1 audit completed in 2017 and looked further into all facets of the water system including pumping data, billed data and financial data.

The Division was the recipient of a Municipal Vulnerabilities Preparedness Program (MVP) Action Grant which looked at green emergency power options at many of our water stations that do not currently have backup power. Options include battery backup, solar power and flywheel systems. Should the green power be feasible at the sites, the Division plans to pursue further MVP grant monies to install these power sources.

The Division replaced four of its source meters with new magnetic flow meters. Source meters measure the water produced or purchased by Holden and are located at the interconnections with the City of Worcester or at our well sites. These new magnetic flow meters will better meter varying flows in an attempt to lower our unaccounted for water.

The Town has continued with ongoing litigation against the City of Worcester and the Massachusetts Department of Conservation and Recreation (DCR). This litigation process has been ongoing since May of 2013. The litigation is in regards to the unfair charges paid by the Town for the transport of sewage through the City, to the Upper Blackstone

DEPARTMENT OF PUBLIC WORKS

WATER AND SEWER DIVISION

Water Pollution Abatement District. The litigation process will take several years before it reaches a conclusion. However, given the extremely unfair sewer transport rates charged to the Town by the City, the potential exists for substantial cost savings in the Water & Sewer Enterprise fund, if the litigation is successful. In response to decisions released in December, 2017 regarding the parties' various Motions for Summary Judgements, Motions for Reconsideration were submitted by all parties in April. The decisions regarding the Motions for Reconsideration were pending from the courts still at the end of 2018.

GENERAL OPERATIONS

During 2018 the DPW - Water & Sewer Division personnel continued to diligently operate and maintain the water and sewer systems. Twenty-eight (24) water system breaks or leaks were identified and repaired (by the Division or private contractors). A total of forty seven (47) new water service connections were made with new water meters, and a total of sixty four (64) new sewer service connections were made.

The Division responded to a total of four hundred thirty-one (431) requests for service in 2018.

In addition to providing diligent service to the Town of Holden during normal business hours, Water & Sewer Division personnel were essential in providing twenty-four hour a day on-call coverage for emergency calls from both police dispatch and automated water and sewer system alarms. Water & Sewer Division Personnel also provided staffing seven days a week over the course of the year to conduct all required daily activities, including all weekends and holidays.

Many thanks go out to the very dedicated, hardworking and talented DPW – Water & Sewer Division team, whose combined efforts made for a very productive, safe and successful year, delivering excellent service to the residents and rate payers.

WATER SUPPLY

Holden produced 345.776 million gallons of water (or 72-percent of the total supply) from our four well fields; Holden purchased 131.709 million gallons of water (or 28-percent of the total supply) from the City of Worcester through the Brattle Street and Salisbury Street Interconnections. In 2018, the total quantities of water produced and purchased are as follows:

DEPARTMENT OF PUBLIC WORKS

WATER AND SEWER DIVISION

Wachusett Street Water Treatment Plant

(Includes Quinapoxet Wells and Mill Street Well Field)

Quinapoxet Wells	168.815 million gallons	35%
Mill Street Well Field	114.199 million gallons	24%
	283.014 million gallons	59%

Mason Road Well Field	26.334 million gallons	6%
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Spring Street Well	36.426 million gallons	8%
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Worcester Interconnections

Salisbury Street	37.995 million gallons	8%
Brattle Street	93.713 million gallons	20%
	131.907 million gallons	28%

Total (produced/purchased)	477.486 million gallons	100%
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The Town currently operates four (4) groundwater well fields, four (4) water storage tanks, two (2) interconnections with the City of Worcester, four (4) booster pump stations, four (4) pressure reducing/flow control vaults, and over one hundred and eight (108) miles of water mains of various types, sizes and ages with approximately twenty-five (25) miles of cast iron water mains, forty-five (45) miles of asbestos cement water mains and thirty-five (35) miles of cement lined ductile iron water mains.

The Town's water supply sources include the Spring Street Well which is a gravel-packed well that produces approximately 90,000 to 100,000 gallons per day; the Wachusett Street Water Treatment Facility which is comprised of the Quinapoxet two (2) gravel-packed wells and Mill Street well field that produces approximately 700,000 to 800,000 gallons per day; and lastly, the Mason Road Well which is a tubular well field that produces approximately 70,000 to 90,000 gallons per day. Each of the wells is treated with Potassium Hydroxide that raises the pH to make water less corrosive and Sodium Fluoride for dental protection. Holden also purchases and treats water from the City of Worcester to supplement its water supply.

WASTEWATER DISPOSAL

The Town of Holden maintains twenty-seven (27) sewer-pumping stations, one (1) sewer flow meter, and over seventy-eight (78) miles of sanitary sewer mains. More than half of the Town

DEPARTMENT OF PUBLIC WORKS

WATER AND SEWER DIVISION

remains on the municipal sewer system – of which 67% of the sanitary sewer mains are tributary to our sewer-pumping stations, 31% discharge directly into the Rutland-Holden Trunk and Relief Sewer (RHTRS), and 2% discharge into West Boylston, through the Parker Avenue sewer flow meter. The Town of Holden does not treat its own sewage and all sewage flows are transported into Worcester to the Upper Blackstone Water Pollution Abatement District (UBWPAD) treatment facility through the RHTRS and the Parker Avenue sewer flow meter.

The Town of Holden's wastewater is transported into the Department of Conservation & Recreation (DCR) – Commonwealth of Massachusetts sewer trunk line through the Rutland-Holden Trunk and Relief Sewer (RHTRS), through the City of Worcester and eventually to the Upper Blackstone treatment facility located in Millbury, Massachusetts. In doing so, the Town of Holden makes annual payments to: DCR for the use of the RHTRS trunk line; the City of Worcester for the use of their sewer main system; and the Upper Blackstone Water Pollution Abatement District for the final treatment of the Town's wastewater.

Each of these payments makes up the majority of the Town's sewer expense line items in the sewer budget and in turn results in an increase to our customer's sewer bill. In total, these three expenses total \$2.45 million in the FY2019 projected expenditures which accounts for over 34-percent of the projected expenditures in the Water & Sewer Enterprise Fund Budget.

During 2018, the town conveyed approximately 496 million gallons of sewage to the City of Worcester system for ultimate treatment at the UBWPAD treatment facility and a total of sixty four (64) new sewer connections were inspected and approved by the DPW – Engineering Division.

UPPER BLACKSTONE WATER POLLUTION ABATEMENT DISTRICT FACILITY

The Upper Blackstone Water Pollution Abatement District (District) has provided wastewater treatment to its member communities for over 35 years. In 2017 the treatment facility continued to discharge the cleanest water to the Blackstone River in its history. The District continued to serve its members and the greater community by operating cost-effectively to provide advanced treatment for nutrient removal.

The District continues to face the challenge of satisfying more stringent federally mandated regulatory permit limits (some of the most stringent limits in the country). The District's previously contested 2008 National Pollutant Discharge Elimination System (NPDES) Permit limits became effective on October 10, 2012. Construction of the Phase A improvements, which total approximately \$120 million, continued in earnest in 2018, with completion expected in the fall of

DEPARTMENT OF PUBLIC WORKS

WATER AND SEWER DIVISION

2019. Work on the design of the Phase B improvements was completed and submitted to the MassDEP and the EPA in the fall of 2018.

The mission of the Upper Blackstone Water Pollution Abatement District remains “to provide environmentally responsible, high quality, cost effective services to its customers in the Worcester area of Central Massachusetts while protecting the water quality and uses of the historic Blackstone River”.

DEPARTMENT OF PUBLIC WORKS

HOLDEN MUNICIPAL LIGHT DEPARTMENT

SELECT BOARD/LIGHT COMMISSIONERS

Geraldine A. Herlihy - Chairman
Jeremy W. Kurtz - Vice Chairman
Tyler J. Gibbs - Clerk
Robert P. Lavigne - Member
Anthony M. Renzoni - Member

MUNICIPAL ELECTRIC POWER ADVISORY BOARD

John Shepherd - Chairman
Scott Carlson
Peter Elkas
Gary Harrington
Thomas Runstrom
Steven Sendroski
Joseph Sullivan

HISTORY

The Holden Municipal Light Department was established by Town Meeting on September 5, 1911 and delivered its first electricity on January 26, 1912. In 1911, \$600 was approved to *"install an electric lighting system in the Town Hall, Damon Memorial, two engine houses, the Rice School and the School house in Jefferson."* Since then, the Department has expanded to provide reliable and efficient electric power and services to more than 7,900 customers within the Town, with annual revenues exceeding \$14 million and about 110 million KWH. The Board of Selectmen acts as Light Commissioners and are assisted by the Municipal Electric Power Advisory Board, which is consulted on various Department matters.

LOOKING BACK

2018 was a year for change at the Light Department. On June 30, 2018, General manager James Robinson resigned after more than 8 years at the helm. Jane Parenteau became the General Manager on October 29, 2018. HMLD was successful in achieving our three top priorities – (1) worker and public safety, (2) reliable service delivery and (3) reasonable and attractive electric rates.

DEPARTMENT OF PUBLIC WORKS

HOLDEN MUNICIPAL LIGHT DEPARTMENT

MUTUAL AID

This past year HMLD employee's had the opportunity to once again provide mutual aid to some of our municipal light community. Crews responded to multiple requests for assistance throughout the year to the areas of Reading, Wallingford, Ipswich and Middleboro. Thanks to the strength and reliability of our system along with the ability and knowledge of our linemen HMLD has an excellent reputation which allows us to be in a good position to offer assistance when others cannot.

DELIVERING THE POWER

The Town's electric distribution system is connected to National Grid's 69,000 volt (69 KV) transmission system. At the Department's two substations, Chaffins and Bullard Street, the power is "stepped-down" to the system's primary voltage of 13,800 volts (13.8 KV). From there, the network further reduces the voltage to levels that support the needs of residential, commercial and industrial customers.

The Light Department is a member of the Massachusetts Municipal Wholesale Electric Company (MMWEC), a public joint action agency that owns and operates two power plants, is a joint owner of several others, manages and brokers its members' bulk power supply and acts as an advocate among regional and federal power authorities.

The entire New England electric system operates under rules and requirements of ISO New England, a regional transmission organization under the jurisdiction of the Federal Energy Regulatory Commission. Since ISO New England was established over 20 years ago, the wholesale electricity market has become increasingly complex and, on several occasions, subject to dramatic price volatility.

Withstanding the many changes to the industry, public power has remained a very good value for Holden customers. The Light Department is always monitoring opportunities to purchase power through contracts and/or joint ownership arrangements. Maintaining a secure, diverse, reasonably priced and carbon-neutral portfolio is a top priority.

The most recent additions to our generation portfolio has been wind. The Light Department is a member of the Berkshire Wind Power Cooperative that owns a 15 MW wind energy facility consisting of ten 1.5 MW wind turbines located on Brodie Mountain in Hancock, Mass. The project went into service in 2011. Holden's share is 6.8% or 1,022 KW. In December 2016, the Light Department also began receiving power from the Hancock Wind Project in Maine under a long term, fixed price contract.

Over the past several years, the Light Department was able to lock in a significant portion of its power needs through 2021 at very attractive prices. Since about 80% of the Light Department's

DEPARTMENT OF PUBLIC WORKS

HOLDEN MUNICIPAL LIGHT DEPARTMENT

costs are purchased power, these arrangements will assist in our objective of keeping rates stable going out in time.

RATE STUDY AND POWER COST ADJUSTMENT

A comprehensive cost of service study and rate analysis was completed in 2009 and went into effect in October of that year. One component of the Light Department's rate structure is an adjustable component that tracks the cost of purchased power. This power cost adjustment (PCA) was reduced three times in 2010, resulting in an overall reduction in the cost to customers by 12% to 14%. Rates were reduced again in January 2011 to eliminate the temporary surcharge that was put in place following the ice storm in December 2008. The PCA rate was reduced again in August 2013. However, in July 2014, the PCA rate was increased by 1.0 cent per KWH to provide for the recovery in increased power expenses from the winter of 2013-14. With those costs fully recovered and the future cost of power projected to decline, the PCA rate was reduced in January 2016. Through the end the 2017, the cumulative effect of the rate reductions have lowered billings to customers by \$15.8 million since 2010. In 2019, the HMLD will complete a Cost of Service Study to review all of the existing rates and consider adoption of new rates.



RENEWABLE ENERGY / SOLAR PHOTOVOLTAIC (PV) PROJECTS

Since 2010, the Light Department has actively supported local renewable energy projects through an attractive net metering program and membership in the Massachusetts Clean Energy Center (CEC). At the end of 2018, there were approximately 85 photovoltaic (PV) systems in place in Holden, the majority of which are individual residential systems. In addition to the residential systems, there are PV systems in place at the Senior Center, the Light Department office, the Recreation Department and the new Mountview School. A commercial scale system is in place at the City of Worcester's water treatment plant in the southwest corner of the Town.

DEPARTMENT OF PUBLIC WORKS HOLDEN MUNICIPAL LIGHT DEPARTMENT

MAJOR PROJECTS

HMLD continues to improve our system reliability with the replacement of overhead and underground wires. 2018 was no different as we took a major step towards replacing all direct buried primary wires when we began the replacement of conduit and wires in the Windy Ridge, Slipper Hill, Hunter Circle and Tannery Dr. neighborhood.

Along with the many smaller single phase streets we are working in HMLD's service territory replacing poles and wire on Reservoir road from Main Street to South road. This project is expected to be complete sometime in 2020.

About \$220,000 is being spent annually reinforcing several of our major electric circuits, making them stronger and less likely to be damaged during weather events. The experiences of Tropical Storm Irene in 2010, the October snow storm in 2011, Hurricane Sandy in 2012 and the multiple heavy snow storms in 2014-15 have shown the value of strengthening the overhead circuits, in that there was not a great deal of damage to our system in either storm. (Power was lost to the Town, however, as transmission lines, not owned or operated by us, failed in 2011 and 2012.) Another valuable asset is having our own fully dedicated tree crew, which supports a robust tree trimming program.

PAYMENTS TO TOWN

The Department is fully committed to supporting services provided by taxpayer dollars. Each year, the Department reimburses the Town for services rendered from various departments. In 2018, that amounted to more than \$157,000 for services rendered by the Treasurer/Collector, Accounting, Town Manager, Information Technology, Public Works and Police Departments as well as for the Town's CodeRED system. Additionally, HMLD is responsible for the placement of the holiday wreaths on Main Street.

The Department also makes a voluntary payment in lieu of taxes to the Town each year, based on the net value of HMLD's plant in service. Payment in lieu of taxes for 2018 was \$149,709.



HMLD Employees Hanging Wreaths

DEPARTMENT OF PUBLIC WORKS

HOLDEN MUNICIPAL LIGHT DEPARTMENT

ONGOING INITIATIVES

In addition to providing high quality, reliable electric service to all its customers, the Department operates several ongoing programs of note:

- Energy Conservation – The Department continued to offer the Residential Conservation Service Program, a statewide consumer/energy conservation effort. The program provides consumers with free information on home energy conservation, provides a telephone information line for energy conservation questions, conducts home energy audits, and makes referrals to a host of additional energy conservation services available to customers. A conservation program for commercial customers was implemented in 2013.
- Appliance and Home Energy Efficiency Rebate Programs – A variety of programs encourage customers to purchase energy efficient appliances and make energy efficiency improvements to their homes.
- School Outreach – Educational safety and conservation programs at the Town's three elementary schools were continued. More than 700 students in Grades K, 3 and 5 participated. In 2018 we added the Holden Christian Academy to our program.
- Key Accounts Program – The Department continued, through the assistance of a consultant, to develop our business relationships with our largest customers or our key accounts. In general, our a few dozen large manufacturing/industrial and commercial customers represent 20% of our annual electric sales. It is in the best interests of the Department and the Town to foster productive working partnerships with our key customers and to address their unique needs.
- CodeRED – CodeRED is the Town's emergency notification system that replaced the old Reverse 911 system that was in place for several years. CodeRED is an Internet-based system that notifies residents very quickly via home and cell phone, email and text messaging. It was put in place just prior to Tropical Storm Irene in August 2011 and have been used effectively during power outages as well as to advise residents of certain town DPW work activities

DEPARTMENT OF PUBLIC WORKS

HOLDEN MUNICIPAL LIGHT DEPARTMENT

COMMUNITY OUTREACH

During Public Power Week in October, the Light Department again sponsored a senior luncheon at the Holden Senior Center. Department staff had an opportunity to serve and dine with Holden seniors to become better acquainted and to promote increased communication between the Department and its senior customers. Once again the Senior Center staff, DPW staff and friends assisted in providing a delicious meal.

The Department works closely with customers who need assistance with paying their electric bills. Staff can also provide referrals to residents who may wish to apply for direct assistance through other local or state agencies. In 2018, the Department once again included envelopes in monthly bills to solicit donations to the Town's Help at H.O.M.E./Welcome Aldrich Relief Fund, a source of direct assistance administered by the Help at H.O.M.E. Committee and the Holden Council on Aging. Donations help residents in need to pay their utility and other essential bills. Over the years, the response has been overwhelming.

LOOKING AHEAD

The plan for 2019 is a continuation of the past several years. Solid electric sales in recent years with modest growth anticipated in the next several years, coupled with stable power supply costs, support solid and predictable revenues and expenses. A heightened emphasis on renewable and clean energy may challenge our fuel supply and diversity portfolio and could impact our rates if not carefully managed.



Clean Energy Standard – In response to the state's Global Warming Solutions Act, the focus on renewable energy has moved into high gear. Legislatively, several renewable energy and clean energy bills are under review in both the House and Senate. Hearings were held in September which became a rally for increasing the Renewable Portfolio Standard (RPS). Several bills call for 100% of all electricity to come from renewable sources by 2050. Several specifically include municipal light plants (MLPs) including Holden.

On the regulatory front, the Department of Energy Resources (DOER) and Department of Environmental Protection (DEP) are moving aggressively on increasing renewable energy in the

DEPARTMENT OF PUBLIC WORKS

HOLDEN MUNICIPAL LIGHT DEPARTMENT

electricity sector. How these initiatives impact the MLPs remains to be seen and the strong expectation is that MLPs will participate to some degree.

The MLPs, through MEAM (Municipal Electric Association of Massachusetts), are developing a plan to participate in which MLPs will get credit of existing clean energy sources, but also proceed along a path of additional renewable sources. The challenge is to agree to a plan that will be voluntary for each MLP and will not be seen as a requirement.

The Light Department is closely monitoring this activity and it is premature to determine what impact this may have on Light Department expenditures and revenues in the coming years.

In addition to attending to the evolving power supply environment, we are looking to upgrade and retrofit our two distribution substations. While our Bullard Street substation is only 10 years old, the Chaffins substation is in need of critical systems upgrade and/or replacement. In 2018, we commenced a multi-year program to further improve the strength of our electric system.

DEPARTMENT OF PUBLIC WORKS

HOLDEN MUNICIPAL LIGHT DEPARTMENT

DEDICATED STAFF AT HOLDEN LIGHT

We would like to acknowledge our very capable operations and office staff. Our operations staff, which was led by Assistant General Manager Barry Tupper, is made up of line crew members, a forestry team and meter reader. You will see them often out in the field or perhaps working in your neighborhood repairing overhead and underground facilities, maintaining or upgrading the many



miles of electric distribution facilities (more than 134 miles of overhead distribution lines), trimming and removing trees, or reading meters. We thank them for their dedication and recognize the talents they bring to a job that sends them out in all kinds of weather conditions, and calls them to do emergency work – year round, 24 hours a day. In 2018, Brian Hickey our Service Foreman, retired after 32 years of service. We thank Brian for his capable service to both the Department and our customers. While the department said goodbye to one dedicated employee we welcomed two new ones to the HMLD family. Sean Swett and Noah Houston both joined us in 2018. Sean joins our forestry division and Noah the line department.

Our helpful and knowledgeable staff in the office, led by Office Manager Teresa Montoya, continues to serve you. The office handles a wide-range of duties and responsibilities, not the least of which is the development, processing, and mailing of more than 90,000 utility bills each year and the maintenance of all customer accounts. The staff manages and maintains water, sewer and trash service billings in addition to electric service. Thanks to our entire office staff for their hard work and team spirit.

ADMINISTRATION

Jim Robinson – General Manager (Retired June 2018)
Jane Parenteau - General Manager (Hired October 2018)
Barry Tupper – Assistant General Manager
Teresa Montoya - Business Office Manager
Lori Ensom - Financial Consultant (part-time)

OFFICE STAFF

Paula Howell - Senior Customer Service Representative
Rob Gorton - Customer Service Representative/Collections
Kim Brunell - Customer Service Representative/General
Marlene Whipple - Customer Service Representative/General
Rich Mattson – Principal Bookkeeper
Rick Grensavitch - Custodian (part-time)

DEPARTMENT OF PUBLIC WORKS
HOLDEN MUNICIPAL LIGHT DEPARTMENT
LINE PERSONNEL

Nate Campaniello – Service Foreman
Mike Griffin – Construction Foreman
Larry Josti – Line Foreman
Joe Hand – First Class Lineman
Eric Horn – Second Class Lineman
John Mahaney – Second Class Lineman
Derek Peto – Second Class Lineman
Noah Houston – Third Class Lineman
Jon Harris – Third Class Lineman
Shane Lavoie – Meter Technician
Ben Smith – Forestry Foreman
Randy Doiron – Forestry Apprentice
Sean Swett – Forestry Apprentice



HOLDEN MUNICIPAL LIGHT DEPARTMENT

MISSION STATEMENT

The mission of the Holden Municipal Light Department is to provide reliable and cost effective energy services in a responsible and courteous manner, which meets the current and future needs of our customers.

In support of the mission, the Department is committed to the following:

1. **Customers.** The Department will continually strive to remain customer-focused and always seek to improve the way in which we deliver services to our customers.
2. **Employees.** The Department will maintain a safe and positive work environment and provide the opportunity for professional and personal development. Employees will be properly trained for their responsibilities and regularly updated in current developments in their disciplines. The Department strives to ensure that employees interact in a courteous, professional manner with their fellow employees, other Town staff, and the community.
3. **Power Supply.** The Department has developed and will maintain a secure, diverse, reasonably priced and carbon-neutral portfolio.
4. **Rates.** The Department will deliver energy and associated services at competitive rates that are fair to all customers and based on a reliable delivery system and sound financial management.
5. **Physical Plant.** The Department will engineer, construct and maintain an electrical distribution system and related facilities and equipment, which will meet current and future customer needs and requirements. The latest technology and methods will be explored and evaluated to achieve this objective.
6. **Environment.** The Department will meet or exceed applicable environmental regulations, keeping customers informed of the progress and costs involved.
7. **Efficiency.** Education programs will provide information to customers in energy efficiency and the wise use of energy.
8. **Community Service.** The Department will participate in community outreach and education programs to promote good public relations and serve customers.

HUMAN SERVICES

RECREATION DEPARTMENT

Denise M. Morano, Recreation Director (center)

Angela T. Greene, Recreation Leader (right)

Teresa Brown, Senior Clerk (left)



The Recreation Department operates Before and After School Programs for children in the 3 elementary schools, and the All Day Program held at Dawson School during the summers. These programs are licensed by the Department of Early Education and Care. They changed their procedures and required all paperwork that had been submitted in the past, to be resubmitted online. This was a long and arduous process, because a lot of the original paperwork was submitted more than 20 years ago when we were seeking certification to become licensed. Finding documents from when we were first licensed proved very difficult, so many of the documents had to be rewritten. These included square footage of cafeterias, gymnasiums and outdoor play spaces; enrollment procedures, staff qualifications and orientations, health care policies and parent handbooks, to name a few. We were successful in getting all the documents submitted, and in September and October all 3 schools were inspected and received licenses. These Programs are very well received by our working parents. Children can be dropped off at 7:30 for the Before School Programs and stay until 6:00 for the After School Programs. My very talented and dedicated staff care for 52 children in the mornings and 52 in the afternoons at each school. During the summer, children can be dropped off at 7:30 and stay until 5:30 and enjoy many different activities,



HUMAN SERVICES

RECREATION DEPARTMENT

including swimming lessons. The All Day Summer Program is licensed for 65 children/week and every week it fills to capacity.

The Holden Pool is the place to be during the summer months. The classes, programs and activities that we offer are very popular and often sell out. The Half-Day Program, tennis, basketball, drama and arts and crafts classes keep children engaged in positive recreation programs. We offer 11 different swim levels, from the baby water adjustment classes to the lifeguarding emergency water safety classes, in order to accommodate all children. Classes are held in 3, 2-week sessions which allows children to advance their swimming skills by passing from one level up to the next. The overall number of children registered for classes totaled 1,485, making for a fun-filled summer for our young people. We had more than 36,200 people visit the pool. Since our opening in July 2003, more than 730,700 people have been to and enjoyed these pools! Kudos to my exceptional staff for their expertise in teaching their crafts, and to the lifeguard staff for keeping all patrons safe.

Adult programs and classes held in the Recreation studio continue to welcome people from around the area. We try to expand the class offerings by keeping up with the latest fitness trends, while also keeping the classes that have been so popular throughout the years. Pickleball, the fastest growing sport in the United States, was started last fall at the Dawson Recreation Area tennis courts. There was a lot of enthusiasm and interest from those in attendance, so it will be continued in the spring.

The Recreation Department has a FACEBOOK page – like us so that you can get the up-to-date list of classes and programs that are being offered.

The goal of the Recreation Department is to provide the vehicle necessary to engage children and adults into life-long activities that help promote good health. We strive to help an individual reach his or her full potential by offering a variety of programs and classes that help build on the physical, emotional and social benefits that are necessary for every individual. We offer high quality, low cost classes for all populations. Give us a call and register for one of our classes – you'll be glad you did! The benefits of Recreation are endless....



HUMAN SERVICES

RECREATION DEPARTMENT

SEASONAL AND PART TIME STAFF		
HEAD LIFEGUARDS	PASS CHECKERS	ALL DAY PROGRAM
Liz Ebbrecht	Avery Bergeron	Lexie Atkins
Amanda Hoffey	Alison Jankowski	Fallon Bergeron
	Patrick Toole	Ailish Doherty
WSI/LIFEGUARDS	Celia Hanlon	Amelia Hirtle
Emily Gardner	Amanda Toole	Izzy Jacobson
Conor Hanlon	Bekka White	Lizzy Nadeau
Tucker Hanlon		Emily Oliver
Alexis Hoffey	SNACK BAR	Tyler Rosseland
Katie Horrigan	Maeve Herlihy	Maria Russo
Will Horrigan	Julia Lucchesi	
Jake Michalowski	Madison Oliver	HALF DAY PROGRAM
Christian Parades	Hannah Jensen	Susie Austin
Caroline Schaper	Vy Nguyen	Brooke Bergeron
Grant Woodin		Carter Bergeron
	TENNIS	Sammy Clyman
LIFEGUARDS	Kyle DeNorscia	Celia Hanlon
Jamie Brenner	Abby Head	Kyle Mayou
Liam Farrell	Greta O'Brien	Jill Post
Lauren Gardner	Ben Post	Haley Woodward
Jack Grogan		
Dulce Marchant	BASKETBALL	DRAMA
Monet Parades	Jack Grogan	Brady Dow
Patrick Scanlon		
CRAFTS		
Lottie Flionis		
Liz Prescott		

HUMAN SERVICES

RECREATION DEPARTMENT

BEFORE AND AFTER SCHOOL PROGRAM STAFF	
Anne Atkins	Leslie Atkins
Susan Austin	Carter Bergeron
Fallon Bergeron	Beverly Berthel
Lisa Birch	Marie Clemente
Sammy Clyman	Nancy Corrigan
Georgie DeWitt	Ailish Doherty
Lisa Ericksen	Cece Fitzgerald
Lottie Flionis	Brenda French
Paula Gaudette	Timmy Gauthier
Judi Gluck	Tucker Hanlon
Amelia Hirtle	Donna Horsfall
Izzy Jacobsen	Hannah Jensen
Ginger Kopeski	Carol Leslie
Olivia Lucchesi	Kyle Mayou
Caitlin Mott	Madison Oliver
Joey Nunn	Liz Prescott
MaryJane Quist	Tyler Rosseland
Caroline Schaper	Muriel Ventres
Bekka White	Allie Zeena
NEW CLASSES & INSTRUCTORS	
Cardio-Kickboxing; Kettlebell	Paula Sheehan
Line Dancing	Chris Goodney
Re-Shape; Kids Yoga Let's Play	Nina Cerviatti
Kids Yoga	Kelley Mahoney
Zumba; Pound	Case Sullivan
ONGOING CLASSES & INSTRUCTORS	
CCYo; Yoga for Everybody	Marty French
Hatha Yoga; Gentle Hatha Yoga	Marty Twomey
Beginner's Golf	Holden Hills
Men's Basketball	Mark Haynes
Women's Volleyball	Marcia Sherbourne
Barre; Barre P90X	Paula Sheehan
Butts & Guts; Time Out	Kristen Mercurio
Babysitter's Trainer	Juanita Kingsley
Cake Decorating	Susan Gaulin
Wreath Decorating	Bemis Farms

HUMAN SERVICES

SENIOR CITIZENS SERVICES

Stephanie King – Assistant Town Manager
Louise Charbonneau – Director, Senior Services (top right)
Maureen Buffone – Secretary (top center)
Mary Sloan – Transportation Coordinator (left top)
Clare Nelson – Activities Coordinator, Part-Time (bottom left)
Paula Earley – Outreach Worker, Part-Time
Cynthia L. Smith – Outreach Worker, Part-Time (resigned September 2018)
Dale Hayden – Outreach Worker (started October 2018) (bottom center)
Gregg Tivnan – Van Driver, Part-Time
John Bianco – Van Driver, Part-Time
George Warden – Van Driver, Part-Time
Robert Giannotti – Van Driver, Part-Time



The purpose of the Holden Council on Aging is to assist seniors and their families by providing services and activities that will enable them to stay independent and living in their own homes for as long as possible. Information and referral services and support groups are available.

The Senior Center is a focal point for Holden's 60+ population. Seniors come for socialization; meals; education; health and legal clinics; exercise programs; special events and cultural programs. Programs include: Knitting; Pitch; Bridge; Mah Jong; Cribbage; Billiards; Meals on Wheels; Congregate Luncheon Program; Movies; Blood Pressure Clinics; Free Legal and Insurance Counseling Programs; Health Clinics; Strength Training; Yoga; Balance Classes; Transportation; Friendly Visitors; RUOK; Book Express; Outreach; Activities and Recreation; Arts & Crafts Classes; Piano Lessons Community Education; Computer Classes; Information and Referral; Walking; Day Trips; Entertainment and a Book Discussion Group.

HUMAN SERVICES

SENIOR CITIZENS SERVICES

Special events included: The weekly Morning Glory Cafe; Valentine's Day Party; St. Patrick's Day Party; VNA Wellness Services; Senior Prom; Strawberry Social; Annual Picnic; Summer Social; Public Power Week Luncheon; Home Cooked Meals; Volunteer Recognition; Best of Friends Craft Fair; Veteran's Luncheon/Recognition; Christmas Party and New Year's Eve Party. The Senior Center received generous donations from the Friends of the Holden Council on Aging to enhance these programs for Holden's Elders and generous support from the Holden Cultural Council and the Holden Women's Club. We partnered with the Holden Fire Department to obtain a grant from the MA Department of Fire Services to provide a S.A.F.E. for Seniors program.

Intergenerational programs included our pen-pal program. This year we matched 88 Mayo School third graders with 88 seniors. They exchanged letters bi-monthly and met twice during the school



Seniors getting ready to meet with their Mayo Pen Pals

year. In the fall the elders traveled to Mayo School and thanks to the generosity of the Friends of the Holden Council on Aging for subsidizing buses, the children visited the Senior Center in June. The Friends of the Holden Council on Aging co-sponsored, with the Mountaineer Volunteers from WRHS, to provide a "Senior Prom" dinner dance for area seniors. We have also been fortunate to have the Holden Professional Firefighters offer a home-cooked lunch for Holden Elders.

Outreach programs included: Free Legal and Insurance Counseling; Blood Pressure Clinics through the generosity of volunteer nurses and two Flu Shot Clinics courtesy of Walgreen's Pharmacy; Book Express in cooperation with the Gale Free Library. We coordinated with the HPD to offer our telephone reassurance program. Also, each month a special distribution day for seniors was held at the Wachusett Food Pantry and a Food Pantry home delivery program for home bound seniors.

We once again partnered with the Holden Fire Department in obtaining grant moneys through the Department of Fire Services to offer a SAFE for Seniors series. The grant provides for fire safety related informational programming, staffing and fire related hand-outs.

This year volunteers provided roughly 17,645 hours of service saving the Town of Holden approximately \$299,965.00. Volunteer positions include: Activity Leaders; Craft Instructors; Meals on Wheels Drivers; Kitchen Workers; Board Members; Computer Consultants and Teachers; Attorneys; Nurses; Friendly Visitors; Book Express and Food Pantry Deliveries; Entertainers, and Pen Pals, to

HUMAN SERVICES

SENIOR CITIZENS SERVICES

name a few. The Senior Center can always use volunteers of any age and would welcome new volunteers at any time.

Besides the Town budget monies, we received a Formula Grant of \$35,840.00 from the State Executive Office of Elder Affairs. These monies were used to subsidize the salaries of our town van drivers, and allowed us to add extra outreach hours; pay dues to professional organizations, supplement van rides to the meal site, for participation in Senior Center events/classes and to medical appointments; volunteer recognition events and provide education and training for the staff. We also received considerable support from the Friends of the Holden Council on Aging. Their funding went to paying for ½ of the postage for our monthly newsletter as well as special events and programming. Our Friends group works very hard to raise funds used to enhance our programs. Our thanks also go to the WRTA who provide \$35,721 in funding for the operation of a van; Oriol Healthcare who generously sponsored a fitness class called Oriol Fitness, the MA Department of Fire Safety; the Holden Professional Firefighters, the Holden Cultural Council, Holden Municipal Light Department; the Students and Staff of Mountview School, the Mountaineer Volunteers at WRHS; the Holden Women's Club, and the Wachusett Area Rotary Club for their generosity in sponsoring special events and/or programming for Holden's Elders.

The Board and Staff of the Holden Council on Aging would like to thank the community for their continued support of the Senior Center and Elders of Holden.

***SERVICES PROVIDED FOR 2018**

***Approximate Numbers**

Holden's Elder Population 60+*	4,592
Elders Served	1,334
General Information*	12,240
Food Shopping	1,093
Health Screening & Services	602
Fitness/Exercise	6,364
Intergenerational*	4,117
Educational Programs	3,609
Congregate Meals	5,975
Meals on Wheels	8,305
Transportation	4,315
Newsletter*	22,080
Recreation/Socialization	23,845
Volunteer Hours 2018	17,645

HUMAN SERVICES

VETERANS SERVICES

Bradford Sherblom – Veterans' Service Officer



The Veterans Services Department is under the direction of Chapter 115 of the General Laws of the Commonwealth of Massachusetts. Local veteran service officers direct the veterans' benefits program, which is a joint program with the Commonwealth and the Town of Holden to deliver financial benefits for qualified veterans and/or their dependents. The office also assists and advises veterans and/or their dependents with questions and applications concerning their federal and other state benefits. This office is also a participant in the Central Massachusetts Veteran's Coalition, which provides a wide range of resources from veteran organizations.

During this past year the budget for the Veterans Service Department has remained consistent with the budget the year before. Veterans with limited income are encouraged, if qualified, to file for a permanent income from the Veterans' Administration (www.va.gov) or Social Security. For those seeking employment, veterans are encouraged to contact the Veterans Representative at the local Workforce Development Office, 340 Main Street, Suite 400, Worcester. Veterans wishing to file for health care benefits can also do so at the VA Medical Facility, located at 605 Lincoln Street, Worcester. We hope to assist some veterans, their families or widows of veterans with their monthly expenses on a needs basis. Any veterans benefits expended through the town are reimbursed by the state at a rate of 75 %.

CULTURE

GALE FREE LIBRARY

Susan Scott, Director

Jennifer Rhoades, Assistant Director/Head of Reference

Beverly Dinneen, Head Children's Librarian

Veronica BeJune, Head of Collection Management

Rachel Mimms, Head of Circulation

Kathleen Cargill Nancy Richards

Julia Kelly Wendy Snow

Kevin McDonough Magda Szemiot

Christine McKernan Mary Turner

Barbara Oberlin Danielle Yanco

Carolyn Passey Kathleen Youngs

Spencer Perry Nancy Richards

BOARD OF TRUSTEES

Stephanie Borg, Chair

Stephanie Adams

Alan Degutis

Richard Maurer

Nina Mazloff

Virginia Powell-Frasier

The library maintains a vibrant and current collection that reflects the community; weekly visits to the library are between 2,000 and 2,500 persons and circulated 225,500 items this year. Gale Free Library belongs to the Central/Western Massachusetts Automated Resource Sharing network, known as CW/MARS. This network allows library users access to hundreds of Massachusetts Libraries materials, which increases the library's collection immensely. Over 24,000 items were borrowed from other CW/MARS libraries. These materials can be reserved from any computer or device with Internet access and a library card. The library also recently added more digital magazines to our collection which can be viewed on any device with no due date and simultaneous use.

CULTURE

GALE FREE LIBRARY



Computer usage is always increasing due to limited resources at home and the introduction of new databases. The library computers were utilized 575 times monthly. The library purchased several laptops and is now able to offer computer classes to the public; the classes have a wide array of topics from basic to more advanced subjects. Gale Free Library is also a destination for those who own their own mobile devices and wish to use WI-FI and those who have no Internet access.

The Reference Department is always eager to assist patrons with any kind of questions and can also answer a broad range of technical questions including help with library provided databases. Assistance with e-books, reading devices and printing are all provided. Local History questions and research is popular and widely used, the collection is diverse and prolific.

The Children's Department has an excellent collection of books, DVDs and audio books which reflect the current curriculum of the school district, as well as popular titles for pleasure reading. In addition to serving those who visit the library, the children's librarian visited individual classes in the elementary schools to promote reading and library use. Gale Free Library is committed to educating children about the various ways reading and libraries can affect success. The children's library focuses on young readers developing wide ranging interests through reading and programming.

The Children's Department also provides year round programs for children ages newborn to 12 years. Among those programs offered are morning and evening story times, holiday reading programs, family movies nights, crafts activities and scavenger hunts. The Summer Reading Program encourages reading over the summer and engages hundreds of participants. Reading is encouraged and logged by the children, entertainment is provided at intervals throughout the summer.

Gale Free Library is also committed to creating a vibrant and engaging adult collection. Fiction and Non-Fiction bestsellers are purchased in multiples for maximum availability. First time authors and small independent presses are encouraged in the collection; special attention is given to the Mysteries and other popular genres such as cooking and biographies.

CULTURE

GALE FREE LIBRARY

The Friends of the Library and other volunteers are the backbone of the library. The Book Cellar bookstore continues to thrive and has raised much needed money for library programming. This year the Friends once again funded the very popular museum pass collection, cooking club, author series, meditation, writing, genealogical databases and a language learning platform. The Friends of GFL create a community spirit and enhance the role the library



plays in the community. The fundraising done by the Friends of the Library is vital to the diversity of Gale Free Library's programming. Other programs that continued this year were Food for Fines, Art Exhibits, Local History Tours and Book Express which lends to the homebound in cooperation with the Senior Center.

The Board of Trustees is elected officials who serve on the governing board of the library. They support the annual budget request, address the needs of the library and keep policy current. Their meetings are on the third Thursday of the month.

The library could not function without many people; the library wishes to thank the Board of Selectmen and the Finance Committee for continued support of the library's services and forward looking vision for Holden. The library also would like to recognize Town Manager Peter Lukes for his support of GFL. The Director, staff and trustees would also like to highlight the dedicated work of the Buildings and Ground crew who assist in tasks around the building, keeping us looking good and feeling safe.

Thank you to our dedicated staff and trustees who contribute daily to the betterment of our library and our community.

CULTURE

HOLDEN CULTURAL COUNCIL

Jessica Milliken – Chair

Vanessa Bumpus

Mary Copeland

Ana Gregory

Maria Marrero

Nancy Rocheleau

The Holden Cultural Council is a five to seven member, volunteer commission appointed by the Board of Selectmen. Its goal is to promote excellence, education, diversity, and inclusion in the arts, humanities, and sciences and to foster a rich cultural life for all Holden residents.

The Holden Cultural Council receives its funding from the Massachusetts Cultural Council (MCC) in one lump sum every year. Although the Council accepts grant applications from submitters from Holden and throughout the region, projects funded must ultimately benefit the Holden community. The submission deadline is October 15 and is advertised through public notices and the local media. Applications for funding can be found on-line at <http://www.mass-culture.org>.

One public meeting was held by the HCC in late fall for the Council to review and award grants. This meeting was advertised through public notices and local media.

Types of grants funded include the summer concert series at the bandstand, the summer concert series at the Gale Free Library, and numerous projects within Holden's schools and Senior Center.

2018 SPECIFICS

This year Holden's allocation from MCC, together with money not used in prior cycles and reverted back to the HCC, was \$6,661. Of the 16 applications received, the HCC approved in full and partial six grants totaling \$6,661. This approval was based on the content of the application and its relevancy to the community. As in past years, the Council chose to fund a variety of population sectors. Following are samples of the grants approved:

- Gale Free Library – "A Universe of Stories"
- Audio Journal / Cultural Access for the Visually Impaired
- 250th Permanent Gift Committee – 2019 Holden Bandstand Concert Series"

COMMITTEE REPORTS

HOLDEN COMMUNITY TELEVISION

Jay Brunetta – Public Access Director
Evan Schakenback – Production Assistant
Lauren Duke – Production Assistant

Holden Community Television (HCTV) continued making technical upgrades and working on various video projects this year. We have upgraded our remote locations with remote broadcast capabilities and a new remote broadcast setup. With this upgrade, HCTV is capable of broadcasting and capturing a complete video show that is ready for TV broadcast.



Public Access Director Jay Brunetta

This broadcast automation allows HCTV programming to broadcast anywhere in the town.

HCTV continues to enhance the streaming and on demand capabilities of our video server. These enhancements will give the viewer a more enjoyable streaming and viewing experience. It also gives us ability to stream our channels beyond the broadcast area of Holden.

“On the Road” with Jen Stanovich enters its 15th season. In the studio, “Chaka Kreyol” resumed for its fourth season; this community created series highlights Haitian American life in central Massachusetts. HCTV continues to broadcast all Holden Selectmen Meetings, Wachusett School Committee Meetings and other town events, such as the Holden Memorial Day Parade, Holden Days, The Good Neighbor awards, The Madrigal Dinner, the Mountview Middle School Graduation, the seasonal musicals at the Wachusett Regional High School, and lectures and seminars taped at the Holden Senior Center.

Holden Community Television is thankful to our committed volunteers who have contributed to the continued success of our public access facility. A majority of our locally produced, original programs can be viewed on our website at www.holdentv.com. Certified producers and volunteers are always needed to help with all HCTV productions. If you or someone you know would like to receive free training in video or television production, you can contact HCTV at 508-829-6185.



Production Assistant Evan Schakenback

COMMITTEE REPORTS

HISTORICAL COMMISSION

Charles Skillings, Chair
Steven Cook
Ida Nystrom

The chief goals of the Commission this year were for historic preservation and historical education.

BUILDING INVENTORIES

Members of the Commission continue to work to update the historic building surveys (B Forms). Commission members are trying to create a detailed list of each owner of every historic building in Holden. The computerization of the inventory forms is on-going.

BUILDING INVENTORIES

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HENDRICKS HOUSE

The Holden Historical Commission is pleased to be working in cooperation with the Holden Historical Society in many areas of local history. Volunteers from the Holden Historical Society allow the Hendricks House to be open most Saturdays throughout the year.

Third grade classes from Mayo and Davis Hill Elementary Schools visited the Hendricks House as part of their local history studies at school.

Two local Cub Scout Packs were also given tours of the house.

The upstairs toilet was installed and a broken drain pipe was replaced.

The Hendricks House is open most Saturday mornings and hardly a week goes by that we greet someone who has never been to Hendricks House before. This has been accomplished through the efforts of a small group of dedicated volunteers.

The Holden Garden Club and its dedicated volunteers continue to tend the gardens along the driveway and in front of the house.

The Holden Historical Commission meets the third Wednesday of each month at 7:00 p.m. at Hendricks House, 1157 Main Street. The public is invited to attend.

COMMITTEE REPORTS

HISTORIC DISTRICT COMMISSION

Larry Kowalczyk - Chair
Lance Lazar - Vice-Chair
Sue Kowalczyk - Secretary
Karen Clickner
Joe Clancy, Jr.

The Holden Historic District Commission (HHDC) presides over the structures, grounds, and monuments within our town's two designated districts: Holden Center and Boyden Road. We review applications for maintenance and changes seen from the public way. Three types of applications are available: a Certificate of Appropriateness, Non-Applicability, and Hardship. One of these certificates must be obtained prior to proceeding with any repairs, structural changes or landscaping changes within the



districts. The specific boundaries of the districts and our procedures are found within Holden's town website and literature is available at both the Town Hall and the Gale Free Library.

The members of the HHDC were saddened to accept the resignation of Nicholas Langhart, but wished him well in his new home.

It was a very quiet year for the committee, we did not receive any new applications.

The HHDC members along with Chuck Skillings of the Holden Historic Commission were pleased to meet with Claire Baylor to discuss the 2019 Master Plan updates and how it related to Holden's historic properties.

The members of the Holden Historic District invites the public to our scheduled meetings and welcomes your ideas and comments.

COMMITTEE REPORTS

250TH ANNIVERSARY PERMANENT GIFT COMMITTEE

Marilynn Foley, Chairman

Roy Fraser III

Emma Riffelmacher

The 250th Anniversary Permanent Gift Committee has held Sunday Concerts at the Bandstand since 1992. The Committee begins planning for the Summer Concerts in late fall and early winter and meets once a month. The concerts are on Sundays in July and August from 6:00-8:00 P.M. In case of rain the Concerts are held in the Senior Center.

The Committee has relied on the generosity of local businesses for concert funding. The Committee has also received grants from the Holden Cultural Council. The Committee raises funds from passing the hat at the concerts and also from the Light-A-Light program each Christmas where donors light a light in memory or honor of someone or support of the Bandstand. These donors are listed on the Town of Holden web site at www.holdenna.gov.

The Bandstand Concerts are promoted on the program passed out at concerts, in local papers, the Bandstand sign, and the light sign at the corner of Main and Shrewsbury Streets as well as the Town website. The Bandstand is available for local events.

The Committee is looking forward to our 27th year of Summer Concerts. We welcome new members to join our Committee. The Committee is grateful for the continued support from our local community.

The Sponsors for the 2018 Concerts were Janice Mitchell Real Estate, Oriol Health Care, Cornerstone Bank, Pepsi Cola, Sunnyside Ford, McDonald's, Urgent Care of Holden and the Holden Cultural Council. Business Donations were Specialty Sandwich Shop, 122 Diner, Miles Funeral Home, Wong Dynasty and Village Repair.

COMMITTEE REPORTS

250TH ANNIVERSARY PERMANENT GIFT COMMITTEE

HOLDEN SUMMER CONCERT DATES

Holden Bandstand, Main Street, Holden, Sundays 6:00-8:00

- | | |
|-----------|--|
| July 1 | Stillwater String Band (<i>Sponsored by Janice Mitchel Realty</i>)
Acoustic trio playing a mix of traditional and contemporary tunes |
| July 8 | Mood Elevators (<i>Sponsored by the Holden Cultural Council</i>)
A Swing Band with vocals featuring jazz standards from the '30s and '40s |
| July 15 | Wachusett Community Band (<i>Sponsored by Oriol Health Care</i>)
Marches, show tunes, television, movies, classical and popular artists |
| July 22 | Rachael and Western Partners (<i>Sponsored by Holden Cultural Council</i>)
Country and Western tunes |
| July 29 | Singing State Trooper Dan Clark (<i>Sponsored by Cornerstone Bank, Pepsi Cola</i>)
Musical selection of favorite songs including Patriotic and Irish Melodies |
| August 5 | Throwback to the Sixties (<i>Sponsored by Urgent Care of Holden</i>)
A unique show performing hits from the sixties |
| August 12 | Rick Barron and the Quavers (<i>Sponsored By the Holden Cultural Council</i>)
Favorite Country Rock and Roll music from country artists |
| August 19 | Holdin' Back (<i>Sponsored by McDonald's and Sunnyside Ford</i>)
Oldies, Patriotic, Rock and Roll, Classics and Sing Alongs |

Bandstand Donations:

**Specialty Sandwich Shop, 122 Diner, Miles Funeral Home,
Wong Dynasty, Village Repair**

**The Committee passes the "bucket" at each concert for contributions for future
concerts and upkeep of the Bandstand**

In case of inclement weather the concerts will be held in the Senior Center.

COMMITTEE REPORTS

AGRICULTURAL COMMISSION

Steven D'Aquila – Chairman

Chris Hugo

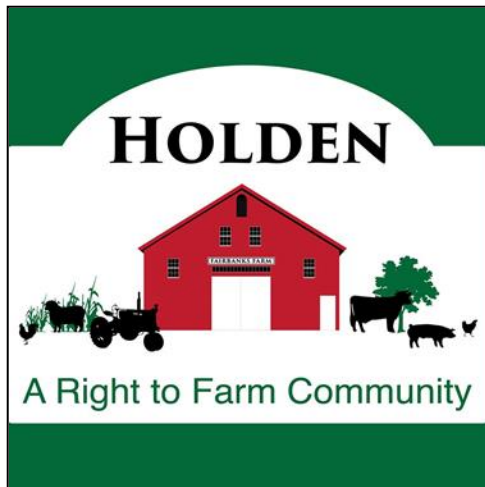
Thomas O'Shea

Ryan MacKay

Maleah Gustafson

Jim Dunn

Eileen Charbonneau



2018 was a productive year for Holden's Agricultural Commission. We have continued to support the rights of local farming in Holden and act as a resource for farm related information, and economic development for our populous, the Town Manager, the Selectboard, and other departments that seek out our opinion on the subject.

We also have continued to recognize that agriculture in a bedroom community also means backyard ventures that produce for the dinner table. The farmers market serves to preserve ecological, communal, and efficient farming techniques that should help maintain the roots of

production for our future generations. We have been a voice for open space and the ways of our agricultural past, that adds to the value of the land in terms of livability while also bringing pride and attractiveness for those within and outside our borders.

We proudly maintain an active and vocal committee of 7 that is made up of local farmers, businesses, and concerned citizenry. We have a direct connection to the friends of the Red Barn where, along with the Gale Free Library and the Senior Center, we maintain excellent venues for our quarterly "Ag Talks." Within our group, we have members with direct statewide connections in land preservation, agriculture, and the local visual and written media. Our meetings are welcoming and informative as to attract local farmers who attend informally to maintain their connection to their community.

This year we have added two additional members, Ryan McKay, of Lilac Hedge Farm, and Thomas O'Shea, a land preservationist and Director of Stewardship and Natural Resources at The Trustees of Reservations.

This year, we have created a Chapter 61 subcommittee that catalogues and grades Holden's remaining 61, 61A, and 61B properties. Mr. Jim Dunn, Vice Chair of the Commission, heads this group and has continued to prepare for the eventuality of the town acting on their first right of refusal, when deeds of important pieces of land prepare to change hands. This directory, for the

COMMITTEE REPORTS

AGRICULTURAL COMMISSION

use of the Select Board, should be completed in 2019 and will be kept up to date as conditions change.

This year, our group has reviewed and recommended no action, on two properties on Princeton Rd and on Sawyer Lane.

When an appealing property becomes available, our growing "Open Space fund" should be made available to the expressed use of the Select Board, and agreed to at Town Meeting. Additional town budgetary investments are always welcomed for this important use, for not only agriculture, but for town business and maintenance.

This year we have hosted 4 "Ag Talks":

- ❖ COOKING WITH HERBS, presented by Rachel Ross, Owner & Operator of Hillside Herbal
- ❖ INVASIVE PLANTS, presented by Kathryn Zichelle Sullivan
- ❖ Soil Conservationist with the USDA Natural Resource Conservation Service
- ❖ The Buzz on Honeybees – A Fascinating Study, presented by: Barbara MacPhee, Vice President of the Worcester County Beekeepers Association, and Protect Your Land, Protect Your Legacy, presented by: Robert Warren, Managing Director of Conservation for the Trustees of Reservations and Attorney George Dresser of White Oak Land Trust.

Thanks to Christopher Hugo, we have started this year to create video records of these presentations for future enjoyment and resource. Eileen Charbonneau and Maleah Gustafson have worked hard on promotion of these town run seminars.

Our group has voiced support for 2 farm based "Agritourism" ventures, which we hope gain in popularity and town support. They include Lilac Hedge's "Back 40 festival" and SummitWynd's "Lavender Festival."

We have helped town negotiation with the Holden Farmer's Market for help with sustainable Health Department fees and local publicity. We hope this has helped the Market to flourish and provide better communications with our Town Administration.

The Agricultural Commission hopes to maintain its good work, with support from the Town and its administration, with the promotion of the valuable resources that are presently available and the growth of new ventures that will bring service, jobs, and livability to the town we love.

COMMITTEE REPORTS

COMMUNITY GARDEN COMMITTEE

Marcia Hastbacka – Chairperson

Jessica Cosenza

Sarah Edmonstone

Michael Trigiano

During the past year, the Holden Community Garden Committee met most of their goals and we now have the first phase of the garden completed. In the winter, the Committee developed rules and regulations for gardeners, an application form, and a Release form for any gardeners who wanted a plot. In late spring, the DPW brought in truckloads of a loam/compost mix and spread it over about 1/3 of the area designated for garden plots. That area was then staked, so we now have eleven 10 x 18 beds for individual plots. The DPW then provided all the materials to build 2 water catchment systems. Since there is no water available on the property, the water catchment systems allow rain water to be collected and keep the cisterns filled. A group of volunteers built the systems that were most successful as we only had to have the cisterns filled once during the summer. The Committee wants to thank Town Manager, Peter Lukes, for his continued support



and guidance, John Woodsmall, Dir. DPW, Chris DeMoranville, Supervisor of Operations, DPW, and all the DPW crew who assisted us with all the work accomplished in getting this first phase of the garden completed. Their assistance is much appreciated by the committee.

Four of the garden beds were designated for the community and we provided fresh produce to the Holden Senior Center and the Veterans' Shelter. A group of volunteers harvested the vegetables and delivered to the various sites.

The Girl Scouts are working to complete the perennial garden and will have many of their plants in during next spring. In addition, a Girl Scout will be working on a walking trail located in the wooded area near Davis Hill School.

In the coming year, we hope to enlist the aid of other volunteer groups. We would like to build some raised beds for those gardeners who are handicapped or have difficulty bending down.



COMMITTEE REPORTS

COMMUNITY GARDEN COMMITTEE

We also would like to plant some fruit trees at the front of the property to beautify that area.

Any volunteers are welcome – this is your community garden! You do not have to be a gardener, just a town resident who would like to serve and make this community garden a beautiful asset to our town.



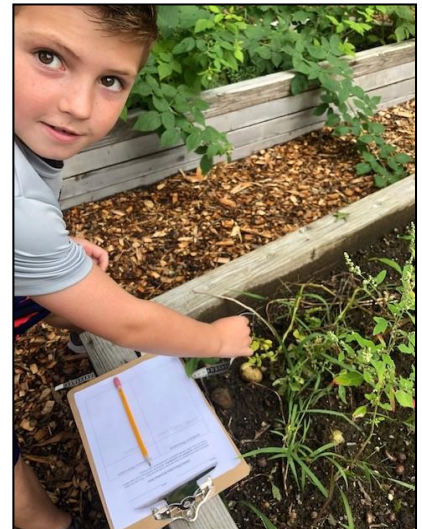
Garden sites at Davis Hill Elementary School

COMMITTEE REPORTS

COMMUNITY GARDEN COMMITTEE

JESSICA COSENZA – HCG LIAISON

Davis Hill students performed studies on existing soil, experimental composting, and exploration of the plant and water cycles in the garden during 2018. The garden sites have also been used for mathematics with measurement exercises, as a space for reading and an area favoring beneficial sensory stimulation. Donations have been kindly received from Monty Tech in the form of dozens of plants, as well as a generous \$300.00 monetary donation from the Holden Garden Club to be used for soil amendments in 2019.



COMMITTEE REPORTS

DPW FACILITY COMMITTEE

Daniel Nason - Chairman
James Kempton - Vice Chairman
Dawn Michanowicz - Secretary
Mark Johnson - Member
John Cross, Jr. - Member
Christopher Lucchesi - Member
Scott Sundin - Member
Gary Kaczmarek - Owners Project Manager

In 2015, Former Town Manager Jacquelyn Kelly created and appointed the Department of Public Works (DPW) Facility Committee (the "Committee"). The Committee was established to select a site and develop a plan to build a DPW Facility in the Town of Holden. The DPW Facility Committee is working closely with consultants, and other officials to develop a plan that will accommodate the long-term garaging, office, and other physical plant needs of the DPW.



The Town Manager's Charge to the Committee is as follows:

The Committee will prepare a preliminary design based upon input from DPW, other Departments, and officials as well as a project cost estimate and timetable for implementation.

FUNCTION: The Committee shall:

1. Review available information and data relative to modern public works facilities and conduct site visits at other municipalities' public works facilities as necessary. The data would include information on all aspects of modern public works operations, customer service areas, private offices, garaging, storage, open yard requirements, salt sheds, fuel depots, safety standards and

COMMITTEE REPORTS

DPW FACILITY COMMITTEE

accessibility issues, materials and construction, and other issues related to successful DPW Facilities.

2. Meet with other Town boards, committees, citizens, and professionals as needed to receive input and comment.
3. Examine available sites within the Town of Holden including ownership, neighborhoods, convenience of location, safety and security, parking availability, accessibility, traffic, environmental impacts, etc.
4. Prioritize and select the most effective site for the development of the facility. Particular attention shall be devoted to site availability and readiness.
5. Engage the services of qualified consultants as necessary to assist the Committee in the following:
 - a. Identification, review and selection of the optimum site for the facility;
 - b. Development of a preliminary design using state-of-the-art design methods and materials;
 - c. Creation of a detailed project cost estimate including site preparation, demolition (if necessary), construction, and landscaping, as well as an estimate of future operating costs, if any.
 - d. Determination of the future status of the existing DPW Facility on Adams Road.
6. Develop a recommendation to the Town Manager including detailed budget costs and impacts, legal planning, environmental, and zoning considerations if any, and a project implementation timetable. The Committee's recommendation is to be completed within six months of the beginning of deliberations.
7. Upon completion of an agreed upon final plan and budget for the facility have been agreed upon, the Committee shall act as project advocate by holding public informational meetings, conferring with Town boards and committees, community groups and other organizations, preparing visual and other promotional materials for dissemination through various media, and presenting the project to voters at Town Meeting.

Geraldine Herlihy and David White were designated the non-voting Liaisons from the Board of Selectmen and the Finance Committee, respectively.

COMMITTEE REPORTS

DPW FACILITY COMMITTEE

John Woodsmall, Director of Public Works, serves as ex-officio Committee member without a vote. Maureen Burke, Senior Clerk provides administrative support to the Committee.

In 2017, the Committee met on January 19th, February 2nd and 21st, April 18th, June 26th, July 10th and 24th, August 14th and 28th, October 2nd, 17th and 30th and November 8th. The June 26th meeting was a walk-through of the 18 Industrial Drive property took place during the DPW Open House at the Adams Road garage. The November 16th meeting was a joint meeting with the Finance Committee. The December 19th meeting was with the Board of Selectmen.



The Committee worked diligently throughout the year to develop and advance the DPW project. First, the Committee, through a Request for Proposals for Designer Services process managed by the DPW, made a recommendation to the Town Manager to select Weston & Sampson Engineers (WSE) of Peabody, MA as the design firm to guide the Town through the development process. Second, the Committee spent a great deal of time performing a site selection process for a new DPW facility.

This site selection process involved examining twenty-eight (28) different publicly and privately owned pieces of land in Town for their suitability for a new DPW facility. This process included the existing Adams Road facility. Taking into account twenty-five (25) different criteria, two (2) sites were found to be the most favorable for a new DPW facility. The highest rated site was 18 Industrial Drive. The second highest rated site, though at a much lower score than the first, was 724 Main Street. Conceptual site designs and cost estimates were then developed by WSE for these two sites. Based upon the results of those designs and estimates, the Committee voted to recommend 18 Industrial Drive as the preferred site for a new DPW Facility.

COMMITTEE REPORTS

DPW FACILITY COMMITTEE

The Committee also recommended, and the Town was successful in obtaining at the 2016 Annual Town Meeting, funding to perform a “Due Diligence and Partial Schematic Design” for a new facility. \$315,000 was approved by the Annual Town Meeting. This money will be used to further investigate sites such as 18 Industrial Drive for their suitability for a new facility, and to advance early designs to develop construction estimates to be used to procure funding at future Town Meetings and Elections.

In order to develop a better idea of what modern DPW facilities look like and how they operate, the Committee visited three (3) other recently constructed DPW facilities in the State. These site visits occurred on August 18th. The Towns of Chelmsford, Wayland, and Weston were visited by the members of the Committee and DPW staff.



Owners Project Manager Gary Kaczmarek and Town Manager Peter Lukes at site of new DPW

In addition to determining the recommended best site for a new DPW facility, the Committee also studied the appropriate size of a new facility. In 2015 WSE had prepared a draft needs assessment for the Committee that indicated approximately 74,000 of square feet would be required to house the DPW's offices, staff areas, workshops, vehicle and equipment repair areas, and the DPW's vehicles and equipment. The Committee, after viewing the existing DPW facility, observing the more modern facilities at other towns, and discussions with DPW staff, arrived at a lower value for the recommended space needs of a new DPW facility. The Committee recommended a total of approximately 64,000 square feet for a new facility. This represents an increase of approximately 8,000 square feet from what is currently being used by the DPW, across all of its multiple facilities. The DPW currently uses approximately 56,000 square feet of space for its operations.

In the fall of 2016, following meetings and discussions with the Town Manager, the Finance Committee, and the Board of Selectmen, the Facility Committee voted to recommend that the Town Manager begin the process of obtaining 18 Industrial Drive for a new DPW facility. Subsequently, the Board of Selectmen voted to set a Special Town Meeting in 2017 to accomplish that objective. After months of negotiations between the Town Management and the owners of 18 Industrial Drive, an agreement was reached to accept the property as a donation. Special Town Meeting, held on November 27, 2017, voted to accept 18 Industrial Drive as a donation to the Town. At this meeting, funds were also voted to be used toward OPM fees, architectural consulting fees, site mitigation and building demolition costs.

Throughout the end of 2017 and much of 2018 the DPW Facility Committee continued to review and refine the schematic plans of the proposed facility while scrutinizing the cost estimates. After

COMMITTEE REPORTS

DPW FACILITY COMMITTEE

many iterations and much discussion the Committee made further concessions on the building footprint reducing its overall size to approximately 43,412 square feet with an estimated budget of \$18.5 million.

Having made further considerations to the overall building size, meetings were held with the Finance Committee as well as with the Board of Selectmen to garner the support of these entities for the \$18.5M project. With support of the Finance Committee and the Board of Selectmen, a Special Town Meeting and Special Town Election were set (December 3rd and 4th respectively) to vote on the project and the funding of said project. Community outreach and public education was necessary to spread the word about the importance of this project and the significance of the DPW to our community. Through the support of local businesses such as Jed's Hardware, members of the DPW Facility Committee spent Saturdays in the store speaking to Holden residents about the DPW and its need for a new building. Members of the committee also spent Saturdays with residents at the Town's compost center and brush chipping locations. Additionally, volunteers set up phone banks to remind people of the pending voting dates, made/shared social media posts about the project and stood on street corners holding signs about the Special Town Meeting and subsequent ballot vote.

I would like to thank two key members of this community who played vital roles in helping inform the residents about the Special Town Meeting and the subsequent Special Town Election. These individuals generously provided their time along with their insight and expertise to help secure this project's success. Mr. Joseph Sullivan hosted an information session on Holden Community Access Television with two members of the committee to educate the listening audience about the importance of the DPW and the desperate need for the building project. Mr. Sullivan also provided automated phone calls to residents reminding them to vote at the Special Town Meeting and Town Election. Additionally Mr. Kenneth O'Brien coordinated and graciously hosted a call center at his home. This was a great method to connect with voters to inform them about the DPW building project and remind them of the pending Town Meeting and Election. Many thanks to Mr. Sullivan and Mr. O'Brien for their continued commitment to this great community and its interests.

At the Special Town Meeting on December 3, 2018 the project passed by the necessary 2/3 majority. Following the meeting, the Special Town Election held on December 4, 2018, the debt exclusion (\$18.55M) vote also passed by a margin of more than 2:1.

The DPW Facility Committee thanks the residents for their continued support and investment in its employees and its critical infrastructure. We look forward to a productive year ahead as we advance this project to contract documents and public bidding.

COMMITTEE REPORTS

EAGLE LAKE COMMITTEE

Gerald Kersus – Chairperson
Steven Isabelle – Vice-Chairperson
Mark Aucoin – Secretary
Sarah Edmonstone
Dan Marinone
Earl Nezuch
Brian Vitalis

The purpose of the Eagle Lake Committee is to review the current state of the Eagle Lake (“the lake”) along with existing and potential recreation areas and to provide the Town various possible options to develop, fund and utilize the lake and recreation area for the citizens of Holden. Additionally the committee is to develop a report with options for funding development of the existing recreation area, cleaning and maintenance of Eagle Lake and ownership and maintenance of the Eagle Lake Dam.



Eagle Lake, purchased by the Town in 1985 for \$50K, encompasses 55 acres and is a unique four-season recreation resource for fishing, canoeing, kayaking, skating and hiking. Additionally, the Town of Holden & the EPA invested significant financial resources (over \$200K total) in 1993 to repair the dam and safeguard the Town's lake. In June of 2017, the Holden Conservation Commission voted to allow one of the Eagle Lake dam owners to permanently lower the level of Eagle Lake by 4 ½ feet. Since this would reduce the size of

Eagle Lake from 55 acres to approximately 19 acres and would leave only about 12% of the water in the lake, this would have had a significant negative impact on Eagle Lake recreation.



To accomplish its chartered goals, the committee began meeting regularly after it was created in October 2017 and solicited input from Holden residents. More information can be found on the committee's Face Book page: <https://www.facebook.com/ELCcomittee/posts/136076117008199>.

The committee presented a summary of its recommendations at the March 9, 2018 BOS meeting and delivered the Final Report to the Holden BOS on March 31, 2018. This report recommends several options to ensure a bright future for Eagle Lake:

COMMITTEE REPORTS

EAGLE LAKE COMMITTEE

Lake Preservation and General Lake Health

1. Town withhold permission to permanently lower Eagle Lake, since the Town has responsibility to safeguard and defend Town property (Eagle Lake and Recreation Area).
2. Revisit agreements with City of Worcester regarding the amount and timing of water diverted to Worcester. Consider enforcing such agreements or renegotiate. Employ assistance or influence from downstream entities, such as West Boylston and Department of Conservation and Recreation (formerly Metropolitan District Commission), the authority responsible for the Wachusett Reservoir receiving drinking water from Eagle Lake.



Eagle Lake Recreation Area Condition

3. Town restore Eagle Lake Recreation Area, thereby preserving recreation areas for our growing population. An appropriate annual budget should be set for maintenance (DPW) and programs (Rec. Dept.) to reflect the value to the Town and its citizens.

Eagle Lake Dam Infrastructure

4. Town to press current Dam Owners to complete the ODS-mandated repairs identified in the 2015 Dam Safety Order (and 2013 / 2015 inspection reports), as well as any additional repairs identified in the most recent inspection report in November 2017.
5. Optionally, Town fund more detailed engineering studies to refine the cost estimates, using Recreation Budget or via Warrant Article, to safeguard Town property (Eagle Lake, streets), and safeguard taxpayers and their personal property.
6. Optionally, Town negotiate with present owners to acquire Dam, which benefits the Town by gaining control of the infrastructure necessary to maintaining its property and public safety and allows access to Massachusetts and Federal grant funding.



Note: The committee did *not* recommend the Town consider forming a separate non-profit, as has been suggested. Mass. ODS is leery of organizations without proven "staying power."

The Town has funded the recommended engineering study of the dam structure and it is currently underway.

The ELC's activities raised awareness of the largely neglected condition of the existing Eagle Lake

COMMITTEE REPORTS

EAGLE LAKE COMMITTEE

Recreation Area, and coordinated efforts with the Friends of Eagle Lake, a group of 562 (& counting) community volunteers, to accomplish several of the improvements contained in the final report. Several Boy Scout and Girl Scout projects have been completed and additional projects are underway. Highlights include:

- Refurbished all picnic tables and benches
- Trees and branches trimmed, and brush/leaf debris removed in coordination with the DPW.
- Beautification around Park & Nature Trail Entrance signs
- Graffiti removed from bathhouse, rocks and bollards through partnership with Worcester County Sheriff's Office Community Service Program
- Painted the Exterior of the Bathhouse
- Almost all the playground equipment removed
- Volleyball Court restored & painted basketball backboards and swing set.
- Swimming area cleaned, and beach toys donated.

2018 saw an increased use of Lake/Recreation Area. Two large scale community events were held: the Flatwater Race Day in late April, and a Fall Festival in September. Both were well attended. The beach and swim area were regularly utilized by residents seeking a more natural setting. And significantly, Dr. Sergei Popov of Holden conducted several therapy kayaking lessons for young people with autism.



COMMITTEE REPORTS

FINANCE COMMITTEE

David J. White - Chair

Paul L. Challenger - Vice-Chair

Marilynn L. Foley - Clerk

Alan R. Berg

Joseph Dolak

Donald Graves

John Lambert

Chris Lucchesi

Karl Makela

BACKGROUND



Finance Committee Members at the
2018 Annual Town Meeting

The Finance Committee (FinCom) is a volunteer committee appointed by the Town Moderator and mandated by the Holden By-Laws to conduct thorough reviews of municipal financial questions on behalf of the community. The FinCom is responsible for considering matters related to the appropriation, borrowing and

expenditure of money and other matters and may make recommendations to the Town or to any Town board, official or committee relative to such matters.

The main responsibility of the FinCom is to review the Town's fiscal year operating (including education) and capital budgets during the planning process and to make recommendations on the effective expenditure of Town funds. This is accomplished through an extended review process beginning in February and lasting until the May Annual Town Meeting, which includes public budget hearings with the Town Manager and each of the Department Heads, including the Wachusett Regional Superintendent.

During these hearings we review the last few fiscal year's results, hear the Department Head's plans and challenges for the coming year and perform a detailed review of each Department's proposed budget. We ask about new personnel requested, expectations for health insurance trends, new regulations or mandates that need to be complied with, turnover of key personnel and other important topics that help us understand the proposed budget. We review documentation

COMMITTEE REPORTS

FINANCE COMMITTEE

provided and request additional information as needed. At times we suggest (or require) changes to be made to the proposal.

The cumulative effect of all the Departmental budgets on the Town's property tax rate is analyzed and decisions are made on what the Town can afford to do and what requested items need to be deferred until a later year. At the Annual Town Meeting, the FinCom makes recommendations on each article with a financial impact and explains why it took that position. Knowing that the FinCom has carefully reviewed each article and explained its implications gives the voters confidence in voting on the article. Historically, Town Meeting accepts the FinCom's recommendations more than 95% of the time. The Committee appreciates the confidence that Town Meeting has shown in its recommendations.

By State law, in addition to the increased revenue from property taxes on newly constructed or improved properties, each year's tax levy can increase by no than 2 ½% (Prop 2 ½) from that of the previous year without the approval of voters at a special ballot election. This serves to cap the amount of revenue available, which in turn restricts how large a budget can be approved, since budgeted expenditures cannot legally exceed forecasted revenues.

FY 2019 Tax Rate – The Town's tax rate has two distinct components. The operating budget of the Town, including education expenses, is set under the limits of Prop 2 1/1, which limits the amount taxes can be increased each year. The other portion of the tax rate pays for special projects or items purchased outside of the limits of Prop 2 ½, called debt exclusions. These items are individually approved by voters in order to accomplish a specific goal, such as building a school or buying a fire truck. Most of Holden's existing debt exclusions are for the Elementary School Building Project, the High School renovation, and the Public Safety complex, but there are various smaller exclusions as well.

In 2018 the FinCom reviewed and made recommendations on the Fiscal Year 2019 Town Budget. For the 7th consecutive year the approved budget did not require increasing property taxes by the maximum allowed under Prop 2 ½. Holden currently has the ability to raise an additional \$1.3M each year from property taxes under this state law, which provides the Town with great financial flexibility and helps sustain our high credit rating. Maintaining that credit rating is important in allowing the Town to get the best possible terms on borrowings, especially in light of the debt to be issued in the next few years to pay for the construction of the new DPW facility.

This budget, combining both tax rate components, reduced the tax rate from \$17.61 per thousand of assessed value to \$17.44. However, due to the 6.0% increase in the average assessed value of properties, the taxes on the average house increased 5.0%, or \$272.

COMMITTEE REPORTS

FINANCE COMMITTEE

FY 2019 Budget Review -This budget was built on expected revenues of \$53.1M, up 5.0% from FY18, driven primarily by 7.1% higher property tax revenues. The Tax Levy provides almost 80% of the general Fund revenues available each year. State aid was up 2.7% and local receipts increased 3.7%, primarily due to increased excise tax collections. Finally, taxes collected to pay for excluded debt incurred for previously approved capital projects declined 2.5% (\$152,204), primarily due to the pool project debt being fully paid off in FY18.

Holden continues to see rapidly escalating education costs. With spending on Education approaching an unprecedented 60% of the Town's tax-supported budget, increases in education funding have dramatic impacts on the budgets of the Town's other Departments, commonly called the Municipal portion of the budget. Below is a high-level summary of the past five fiscal years.

FIVE YEAR TAX SUPPORTED OPERATING BUDGET SUMMARY

	FY15	FY16	FY17	FY18	FY19	Average Annual Increase Over 5 Year Period
General Government	5,154,884	5,358,226	5,648,765	5,799,704	6,240,364	4.20%
Public Safety	4,549,133	4,888,402	5,184,975	5,389,495	5,472,541	4.10%
Public Works	2,679,871	2,784,425	2,850,342	3,008,671	2,890,526	1.60%
Culture / Human Services	1,153,944	1,168,844	1,215,695	1,220,272	1,250,118	1.70%
Capital	1,360,500	1,020,000	1,484,000	882,000	1,100,540	-3.80%
Other Expenditures	2,189,626	2,010,376	1,831,769	1,716,867	1,953,341	-2.20%
Municipal Operating Budget	17,087,958	17,230,273	18,215,546	18,017,009	18,907,430	2.10%
% of Tax Supported Budget	43.60%	42.70%	42.60%	41.00%	40.40%	
Required Minimum Contribution	20,032,336	20,887,684	22,133,991	23,305,888	25,021,062	5.00%
School Transportation	1,285,658	1,396,905	1,573,421	1,839,318	2,004,018	11.20%
School Capital Project			160,000	-	22,470	20.00%
Montachusett Assessment	796,215	836,743	723,709	799,232	835,988	1.00%
Education Operating Budget	22,114,209	23,121,332	24,591,121	25,944,438	27,883,538	5.20%
% of Tax Supported Budget	56.40%	57.30%	57.40%	59.00%	59.60%	
Total Tax Supported Budget	39,202,167	40,351,605	42,806,667	43,961,447	46,790,968	3.90%

COMMITTEE REPORTS

FINANCE COMMITTEE

The Wachusett Regional School District's (WRSDC) assessment to Holden was 7.2% higher than the previous year, which was in turn 5.7% higher than the year before. Over the 5-year period, the average increase in the WRSD assessment has been 5.0%, plus the Town has voluntarily added money to the budget to fund specific projects, like adding Wi-Fi to all the schools in town. Since the Town's ability to raise taxes is limited by Proposition 2 ½, increases like these in the largest budget line put great stress on the rest of the budget.

The WRSD budget increased from \$90.4M to \$94.2M, an increase of \$3.8M or 4.2%. However, due to enrollment from the other member towns declining faster than Holden's student population, our share of the budget increased to 46%. The required minimum spending for each town increased 3.4% per state mandate. On top of this, the District requested a 20.5% increase in funding from Holden for other operational costs to provide a superior education for our students. In part this was driven by the addition of eight employees and also a \$2.9M (40.3%) increase in special education tuitions that need to be paid. Transportation costs increased \$6.8M (6.3%), driven by significant increases in transportation costs for special education students which the District is required to provide. The WRSD budget proposal was approved in all five member towns at the Annual Town Meetings in May.

In order to keep the overall budget reasonable, increases to the Municipal side of the budget have been constrained to an average of only 2.1% over the 5-year period. Capital expenditures (purchases of equipment and vehicles) have taken the largest hit. The Town has also closed the Infrastructure Investment Fund, and is no longer making annual contributions to it, reducing the Other Expenditures line by about \$400,000.

The majority of the Municipal budget goes for employee costs, which increase each year with pay increases, inflation and rapidly rising health care costs. In the 5-year period the Town has added only four new employees, three for the new Regional Dispatch Center (which is partially paid for by our neighboring communities) and one other Public Safety position. Given the changes in the Town's population, miles of road to maintain, increasing complexity and other growth factors, this is a remarkable record.

The Town has begun funding the long-term liability to employees for providing promised health care after retirement, commonly called OPEB (Other Post Employment Benefits), contributing \$404,884 in FY19 versus zero in FY2015. Funding these required benefits is another way of enhancing our credit rating and reducing our long-term borrowing costs. In principle, OPEB is identical to the funding the Town has done for decades to support pension payments to retirees, except that it covers promised health care benefits instead of a general pension payment.

COMMITTEE REPORTS

FINANCE COMMITTEE

Another new item in the budget is \$150,000 to conduct a study of all Town buildings, including the schools, which the Town owns, to develop a long-term maintenance strategy for each building. This will allow us to plan required expenditures in an orderly way to reduce the impact on taxes. Changes to other Departments were relatively minimal, with no new positions added and no major initiatives undertaken.



George Balko, Moderator, officiating the Annual Town Meeting.

At the May Annual Town Meeting, the Finance Committee recommended, and the Town supported, passage of each budget article.

December 3, 2018 Special Town Meeting - The other major financial issue of 2018 was whether or not to construct a new Department of Public Works (DPW) building. The DPW Facility Committee has worked for over 3 years to study the Town's needs and develop a proposal, including acquiring a site to build on. At each step of the way they kept the FinCom and the Town advised of their progress, and received the required votes and approvals.

The FinCom supported the project in recognition that the existing facilities are in decrepit shape and are totally inadequate to the needs of a modern DPW department. Employees, equipment and vehicles are scattered throughout the town, with much equipment stored outdoors, subject to weather and vandalism. The main building needs both very extensive and expensive repair and upgrading, which would still not provide enough space for the department to function efficiently, or it needs to be replaced. The FinCom decided it would be most cost effective to build an entirely new facility rather than try to patch-up the existing locations.

COMMITTEE REPORTS

FINANCE COMMITTEE

Following the FinCom's recommendation, the December 3 Special Town Meeting supported the \$18.5 million project. On December 4, the required debt exclusion vote passed, allowing the project to move forward with final design, bid and construction.

Chairman Dave White and I would like to thank all of the volunteer members of the FinCom for the many hours of effort they put into reviewing the financial operations of the Town and helping to ensure that tax dollars are spent as efficiently as possible. They provide a great service to the Town and deserve to be recognized for their contributions.

COMMITTEE REPORTS

RECREATION COMMITTEE

Lisa Post, Chair

Erin O'Neil Bradbury, Co-Chair

Melissa Staiti

Robin Grady

Robin Owens



The Holden Recreation Committee is an advisory board to Denise Morano, the Recreation Director. The Committee meets monthly to discuss department procedures and program offerings. Although the Committee has no decision-making authority, it can and does make suggestions and recommendations to the Recreation Director.

The Recreation Department offers a before and after school program at all three elementary schools in the Town of Holden. The programs are at full capacity in two schools with waiting lists and there are a few spots open in the third school.

The Committee also sponsors an annual event on the first Saturday in December called, "Santa's Arrival". This event takes place at Town Hall and the First Congregational Church and is open to all town residents. The Committee provides hot chocolate and popcorn and a nice place to warm up before and after Santa arrives on a fire truck.



In 2018, the Recreation department offered a variety of exercise programs (15) for a variety of ages (pre-school through adult). Also offered were many craft programs for all ages. New programs included: drop-in women's basketball, pickle ball, Zumba, and kids yoga. Repeat favorite classes were also offered including: cake decorating class for children ages 10-15, adult and child gingerbread house making class, babysitting classes for teenagers, and a wreath making class. The Recreation Department hosts the majority of the programs at its office located at 1420 Main Street. The joint effort between the Recreation Department, Recreation Committee and town residents will continue to strengthen the relationships between the groups.

COMMITTEE REPORTS

WACHUSETT WATERSHED REGIONAL RECYCLING CENTER

WACHUSETT EARTHDAY, INC.

Supported in part by the seven member towns of Boylston, Holden, Paxton, Princeton, Rutland, Sterling and West Boylston, the MA Department of Conservation & Recreation (DCR) and the MA Department of Environmental Protection (DEP), Wachusett Earthday Inc. (WEI) strives to provide a local solution for difficult-to-dispose of household hazardous products, bulk household debris, as well as to offer a space for citizens to share gently used, but still serviceable items. Usage of the facilities and services provided by the volunteers at the Regional Recycle Center is growing and expanding.

Wachusett Earthday continued the revised schedule initiated in 2017 which has allowed the staff to accommodate and deal with the vast amount of materials coming into the Reuse Building: Tues (9-11), Wed (2:30-4:30), Thurs (5-7) and every third Saturday (8-11). The Board voted to continue the practice of closing on Thursday evenings for the months of December, January and February, (opening on the first Saturdays of those months as well as the third) due to generally inhospitable temperatures and dark evenings. Greater usage has brought an increased number of cars and amount of materials into the site:



	2018	2017
Total cars	28,387	28,007
Total gallons HHP	8,968	11,265
Total pounds Debris	1,909,797 (955tons)	1,806,578 (903 tons)
Tires	1,365	1,116

The mattress recycling grant (facilitated through Mass DEP and the Town of Sterling), allowed WEI to send 1,539 mattresses for recycling in 2018 (in 2017, we recycled 1,435). This grant has terminated as of the end of January of 2019; WEI will continue to keep prices for the disposal of mattresses reasonable and will continue to collect them for recycling.

The on-site solar array which went on-line as of June 2018, was made possible through the combined efforts of the West Boylston Municipal Light Plant (donated excess racking), the DCR (for its approval to install the system), MassAmerican Energy LLC (donated half of the panels), Richard Chase of Princeton (donated his time and expertise in the solar field), and Avid Solar LLC (installed & registered our system). WEI funded half of the panel purchase price as well as the installation costs. Thus far, the power generated in 2018 (as of June) has been 3.9Mw. This addition will help defray the cost of on-site electricity.

COMMITTEE REPORTS

WACHUSETT WATERSHED REGIONAL RECYCLING CENTER

WACHUSETT EARTHDAY, INC.

Wachusett Earthday continues to work with numerous local and regional social service organizations such as Habitat for Humanity/ReStore, the Montachusett Veterans Shelter, Veterans Inc, Abby's House, the Department of Child/Family Services, Sterling Animal Shelter, Worcester Animal Rescue League, Nu-Day Syria, More Than Words, Dressed for Success, Fresh Start, Deven's Eco Efficiency Center,

Goodwill Industries, Gale Free Library and Refugee Artisans of Worcester. We welcome inquiries from other social service and non-profit organizations as well as teachers from greater Worcester County.

Volunteers of WEI come from all seven towns as well as several out-of-region towns. Volunteers, scout groups, the Alpha Phi Omega service organization from Worcester Polytechnic Inst. and members of the Sheriff's Community Service Program all work towards the common goal of waste reduction, recycling and reuse. While the Site is open to the public for just over 7 hours each week, on average, hundreds of additional hours are put in during non-open times. Volunteers come in to organize and clean several hours before and after each open shift as well as for three to four hours on non-open days.



Six household hazardous products collections were planned for 2018 and five were held. Three free document shredding days were held. The same number of both collections is planned for 2019.

Holiday closings in 2019 will be: January 1, July 4, November 27, 28 & December 25, 26.

The Wachusett Watershed Regional Recycle Center Town Representative Team includes designated representatives of the seven Wachusett Towns, the MA DCR and WEI. The Team meets annually to review operations. The board of directors of WEI meets monthly to manage operations. The newly created position of Operations Manager at WEI has proven to be vital to the continued success of the operation and the smooth functioning of the site. WEI will be undertaking several capital improvement projects in 2019.

COMMITTEE REPORTS
WACHUSETT WATERSHED REGIONAL RECYCLING CENTER
WACHUSETT EARTHDAY, INC.

THE WACHUSETT WATERSHED REGIONAL RECYCLE CENTER TOWN

REPRESENTATIVES:

Boylston–Martin McNamara/Lori Esposito

Rutland-Sheila Dibb

Holden–Pam Harding

Sterling-Ross Perry/Kama Jayne

Paxton–Carol Riches

West Boylston-Anita Scheipers/Nancy Lucier

Princeton–Arthur Allen/Nina Nazarian

WEI – Helen Townsend

MA Department of Conservation & Recreation – John M. Scannell

BOARD OF DIRECTORS, WACHUSETT EARTHDAY, INC:

Helen Townsend - President

Mark Koslowske - Vice President and Operations Manager

Tim Harrington - Treasurer

Norma Chanis - Clerk

Connie Burr

William Cronin

Susan Farr

Michael Kacprzicki

Patt Popple

Vanya Seiss

Robert Troy

COMMITTEE REPORTS

WACHUSETT GREENWAYS

WACHUSETT GREENWAYS BOARD OF DIRECTORS:

Colleen Abrams, Chair
Troy Milliken, Treasurer
Michael Peckar, Secretary
Christy Barnes
Richard Barry
Stephen Chanis

CONNECTING OUR COMMUNITIES



Wachusett Greenways (WG) is thankful for everyone who helps connect the community with trails and greenways. The Mass Central Rail Trail (MCRT) is a prized resource for recreation, transportation and health. Year round neighbors and visitors benefit from the MCRT between Sterling and Barre. Wachusett Greenways and partners including eight Towns have completed and continue to maintain 20 miles of the planned central 30 miles of the MCRT. The Commonwealth and others are constructing

new sections of the MCRT to the east and west of us along the 104-mile corridor between Northampton and Boston.

24 YEARS OF PARTNERSHIPS

Seven of the eight towns contributed to WG operating fund support in FY 19, and the eighth town will seek support in FY 20. WG Towns include Barre, Holden, Paxton, Princeton, Rutland, Sterling, Oakham and West Boylston.

Major partners are the Massachusetts Department of Conservation and Recreation (DCR), eight central Massachusetts Towns, the Massachusetts Division of Fisheries and Wildlife, Mass Office of Travel and Tourism, each legislator, many local foundations and businesses. Every WG member, donor and volunteer is also a key partner, from whom a gift in any amount counts for membership.

MCRT CONSTRUCTION AND RESTORATION

Restorations and improvements accomplished in 2018 through DCR Recreational Trails Program grants with WG match included:

COMMITTEE REPORTS

WACHUSETT GREENWAYS

1. Phase II to complete the restoration of the Wachusett Street section of the MCRT in Rutland.
2. Phase I to restore and upgrade the West Boylston section of the MCRT from Thomas Street to I-190.
3. Phase I of construction of the Pleasant Street section of the MCRT in West Boylston between Route 140/Beaman Street and Prescott Street.

MOVING FORWARD IN 2019

WG will complete Phase II in West Boylston to restore and upgrade the MCRT between Thomas Street and I-190 and to construct the MCRT over Pleasant Street between Route 140 and Prescott Street. WG will also complete the MCRT bypass in Holden between Manning Street and River Street to achieve an accessible grade for the multi-use trail.

Other projects anticipated with the help of DCR Recreational Trails Grant match are the restoration of the Quag/West Washacum Bridge in Sterling and a new design for the Manning Street to Mill Street section of the MCRT in Holden.



The design and engineering for the new MCRT connection at the Route 140/ Beaman Street causeway in West Boylston is underway in 2019 managed by the DCR and supported by WG through the DCR Matching Funds Program.

MCRT STEWARDSHIP



WG volunteers and Wachusett town Departments of Public Works completed many hours of shoulder mowing during the growing season. Teamwork helps keep the MCRT in good condition. WG trail patrollers removed parking lot litter, checked portable toilets for good maintenance and removed downed branches. Other volunteers continued to remove dead trees and clean drainage ditches. These amazing volunteers deserve our thanks. WG also hired snowplowing for the River Street, Holden, and parking lot.

COMMITTEE REPORTS

WACHUSETT GREENWAYS

MEMBERS AND VOLUNTEERS COUNT

Greenways grew to 956 donors in 2018 including 159 new members. Donors hailed from 104 different towns and 19 different states. 448 generous donors contributed to Wachusett Greenways' MCRT Construction Fund. More than 200 volunteers of all ages help each year.

REACHING OUT

WG volunteers participated in the Moving Together statewide bicycle and pedestrian conference in Boston and the annual Mass Land Trust Conference in Worcester. WG also participated in UMass Med School's Earthday Celebration, Rutland 4th of July Parade and Holden Days. Greenways directors continued to share our experience with others working on rail trails around the Commonwealth. Greenways held hospitality days and trail counts on the rail trail welcoming a strong number of new members.



HONORED BY THE MA TRAILS COMMUNITY

In July, the MCRT Coalition recognized WG at the Golden Spike Conference in Northampton with a trails award "with gratitude for your leadership in getting the idea of a 100 mile rail trail to be so natural and easy. And for your enduring patience in helping other groups organize around this idea." And in November, the Greater Worcester Land Trust presented WG with the Evelyn Silver Award in honor of more than two decades of community partnership building to connect central Mass with trails and greenways.

COMMITTEE REPORTS

WACHUSETT GREENWAYS

21 MILES ROAD FUTURE WELCOME CENTER

Trail volunteers gathered tools and supplies here for year-round trail maintenance. The Greenways vegetable garden produces strong crops shared by volunteers and visitors. Landscaper Doug Hagman continued to donate mowing and leaf removal. Everett Reynolds, Dave Camarra and Seth Stidsen volunteer for snow removal and good neighbor support. Sentry Oil continues to make generous oil contributions.



OUTDOOR EVENTS

WG offered year round outdoor events on trails throughout the region. Volunteers led walks, bicycling, cross-country skiing, snowshoeing, canoeing and other outdoor adventures.

NEW MEMBERS AND VOLUNTEERS ALWAYS WELCOME!

You are invited to contribute at www.wachusettgreenways.org or by mail at Wachusett Greenways, P.O. Box 121, Holden 01520. A gift in *any* amount counts you as a member, and you will receive the *Wachusett Greenways* guide, which includes a map for the regions' trails and greenways. Volunteers welcome.

DO SOMETHING QUESTIONNAIRE

The purpose of the "Do-Something" project is to mobilize Holden residents to "do something" for their community, to volunteer free time in areas needing able manpower.

Name_____Address_____

Home Phone_____

Business Phone_____

Occupation_____E-mail_____

Community Interests_____

Education_____

Please check below the areas in which you would be willing to "do something" for Holden.

PLEASE CHECK 3 COMMITTEES IN ORDER OF INTEREST (1, 2, 3)

- ☐ 250th Permanent Gift Committee a/k/a The Bandstand Committee
- ☐ Agricultural Commission
- ☐ Affordable Housing Partnership
- ☐ Board of Assessors
- ☐ Board of Health
- ☐ Cable Advisory Committee
- ☐ Capital Planning Committee
- ☐ Master Plan Monitoring Committee
- ☐ Conservation Commission
- ☐ Council on Aging/Senior Citizens Committee
- ☐ Economic Development Commission
- ☐ Finance Committee
- ☐ Greenways Task Force
- ☐ Historic District Commission
- ☐ Historical Commission
- ☐ Holden Cultural Council
- ☐ Infrastructure Investment Fund Board
- ☐ Municipal Electric Power Advisory Board
- ☐ Open Space Committee
- ☐ Planning Board
- ☐ Recreation Committee
- ☐ Transportation/Circulation
- ☐ Water/Sewer Advisory Board
- ☐ Zoning Board of Appeals
- ☐ Other_____

Date Submitted_____

NOTE In order for a resident to serve on a Town Committee, he/she must be a registered voter in the Town of Holden. Please return to the Office of Town Manager, 1204 Main Street, Holden, MA or mail with any town bill.

TOWN STATISTICS

HOLDEN INCORPORATED JANUARY 9, 1741

Elevation at Town Hall - 818 feet

Longitude 71 51' 46" West

Latitude 42 21' 3" North

Miles of Street - Approximately 120

Town's Area - Approximately 36 Square Miles

22,178 acres of land - 447 acres of water

TOWN CLERK STATISTICS - 2018

Population as of January 1, 2018 – 19,144

Marriage Intentions Filed	64
Marriages Recorded	60
Births Recorded	165
Deaths Recorded	168
Certified Copies of Vital Statistics Issued	1,827
Flammable Storage Renewals	21
Dog Licenses Issued	2,923
Kennel Licenses Issued	3
Burial Permits Issued	80
Parking Tickets Processed	81
Business Certificates	71
Raffle Permits Issued	5
Drainlayer Licenses Processed	39
Selectmen Licenses Processed	109
Zoning Board of Appeals Decisions Received	16
Planning Board Filings Received	22
Conservation Commission Applications Received	24
Historic District Commission Applications Received	0

NUMBER OF REGISTERED VOTERS (as of December 31, 2018)

Democratic Party	2,841
Republican Party	2,084
Green Rainbow	5
United Independent Party	97
Unenrolled	8,648
Political Designations	104
Total Registered Voters	13,779

TOWN TELEPHONE DIRECTORY

Town of Holden Main Number (508) 210-5500

Town of Holden Emergency Information Recording (508) 210-5555

Police/Fire/Medical Emergency "911"

www.holdenma.gov

Accounting	Town Accountant	(508) 210-5525
Administration	Town Manager	(508) 210-5501
Real Estate Assessment	Assessors	(508) 210-5515
Births/Deaths/Marriages	Town Clerk	(508) 210-5530
Building Permits/Inspections	Building Commissioner	(508) 210-5536
Cable Television	Public Access Director	(508) 829-6185
Dog Licenses	Town Clerk	(508) 210-5530
Dog/Animal Issues	Animal Control	(508) 210-5649
Drainage	Dept. of Public Works	(508) 210-5550
Elections/Registration	Town Clerk	(508) 210-5530
Emergency Management	Director	(508) 210-5650
Engineering	Dept. of Public Works	(508) 210-5550
Fire (Open Burning)	Fire Department	(508) 210-5650
Fire (Non-Emergency)	Fire Department	(508) 210-5650
Public Health Issues	Board of Health	(508) 210-5540
Housing	Holden Housing Authority	(508) 829-9182
Library	Gale Free Library	(508) 210-5560
LIGHT DEPT. EMERGENCY	After Hours/Weekends	(508) 210-5600
LIGHT DEPT. EMERGENCY	Regular Business Hours	(508) 210-5400
Light Department-Billing	Municipal Light Dept.	(508) 210-5400
Motor Vehicle Excise Tax	Assessors	(508) 210-5515
Oil Burner Permits	Fire Department	(508) 210-5650
Personnel	Town Manager	(508) 210-5501
Planning	Senior Planner	(508) 210-5540
Police (Non-Emergency)	Police Department	(508) 210-5600
Recreation Department	Recreation Director	(508) 829-0263
Sanitary Inspection	Board of Health Agent	(508) 210-5540
Schools	WRSD	(508) 829-1670
Senior Citizen Matters	Senior Center	(508) 210-5570
Senior Bus	Senior Center	(508) 210-5573
Selectmen	Board of Selectmen	(508) 210-5501
Snow Removal	Dept. of Public Works	(508) 210-5550
Street Maintenance	Dept. of Public Works	(508) 210-5550
Tax/Bill Payments	Treasurer/Collector	(508) 210-5510
Trash Bills	Municipal Light Dept.	(508) 210-5402
Tree Removal	Municipal Light Dept.	(508) 210-5400
Veterans Affairs	Veterans Agent	(508) 210-5529
Water & Sewer Bills	Municipal Light Dept.	(508) 210-5401
WATER DEPT. EMERGENCY	Nights, Weekends	(508) 210-5600
Water/Sewer Superintendent	Dept. of Public Works	(508) 210-5550
Zoning	Building Inspector	(508) 210-5536