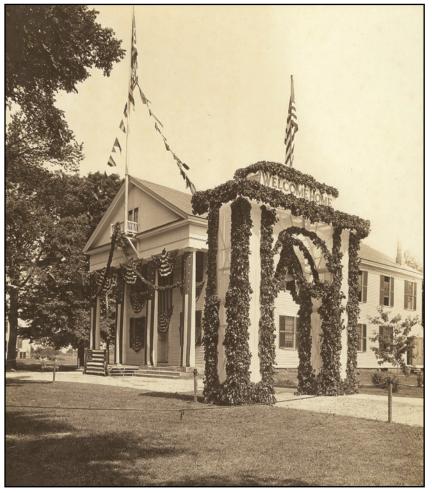
HOLDEN, MASSACHUSETTS 2019 ANNUAL TOWN REPORT



The photo is from July 4, 1919. The arch was built to welcome home the soldiers who have served in WWI.

YEAR ENDING DECEMBER 31, 2019

TABLE OF CONTENTS

Town Dedication	1
Our Legislators	3
Organizational Chart	4
Town Clerk Report	5
Boards, Committees, Commissions	6
Annual Town Election	13
Summary of the Vote	14
Adjourned Annual Town Meeting	15
Recommendations Concerning Fiscal Year 2020 Budget	21
Fiscal Year 2020 Capital Program Detail	27
General Government	
Town Manager & Selectmen	
Memorial Day	32
Employee Appreciation and Milestones Celebrated	33
Information Technology	35
Education	
Wachusett Regional School District	38
Montachusett Regional Vocational Technical School	43
Accounting	44
Budget Recap	47
Combined Balance Sheet	49
Revenue Comparison - General Funds	50
Free Cash	52
Five Year Budget Analysis	55
Budget Estimates FY 2020	56
Treasurer/Tax Collector	58
General Funds	60
Trust Funds	67
Funded Debt	
Report of the Tax Collector	72
Assessors	76
New Growth Chart	
Fiscal Year 2020Property Use Assessments	79
Public Safety	
Fire Department	82
Police Department	99
Planning & Development	106
Planning Board	107
Building Inspection and Code Compliance	110
Zoning Board of Appeals	
Conservation Commission	112
Board of Health	114
Master Plan Update Steering Committee	119
Solid Waste/Trash Collection and Recycling	121

TABLE OF CONTENTS

Department of Public Works	
Administrative Division	
Engineering Division	
Highway Division	
Buildings and Grounds Division	
Mechanics Division	
Water and Sewer Division	
Holden Municipal Light Department	
Administration	
Mission Statement	
Human Services	
Recreation Department	
Senior Citizens Services	
Veterans Services	
Culture	
Gale Free Library	
Cultural Council	
Holden Community Television	
Historical Commission	
Historic District Commission	
Committee Reports	
250th Anniversary Permanent Gift Committee	
Agricultural Commission	
Community Garden Committee	
Department of Public Works Facility Committee	
Economic Development Committee	
Eagle Lake Committee	
Finance Committee	
Recreation Committee	
Wachusett Earthday	
Wachusett Greenways	
Do Something Questionnaire	
Town Statistics	Inside Back Cover

TOWN DEDICATION



GEORGE A. BALKO III

George Balko has been a resident of Holden since 1957, with the exception of some time spent away for college and law school. He has been a trial attorney since 1986 and before that, taught high school for 4 ¹/₂ years. While George was an attorney working in Worcester, he was an adjunct professor at Anna Maria College for 12 years teaching the paralegal program.

George served as Chairman of the Holden Board of Health for four out of his five years on the board from 1995 through 2000. He also served on the Charter Review Commission in the early 2000's. Through all of his dedication to the Town of Holden, George is best known for his time spent as Town Moderator. The Town Moderator in Holden leads both annual and special town meetings. The Moderator is also tasked with appointing members of the Finance Committee. In addition to this, the Moderator, in conjunction with the Board of Selectmen appoints Holden's representative to the Montachusett Regional Vocational Technical School Committee.

George was first elected as Holden's Town Moderator in 1999. After serving 21 years in office, his term will end with the annual town election in June of 2020.

George will be remembered for his strong ability to run town meetings fairly, evenhandedly, and knowledgeably. The town will be forever grateful for the many town meetings that he ran with great expertise in parliamentary procedure. His mastery of the complex set of rules and town bylaws allowed the meetings to run with a smooth and seemingly simple cadence.

He also demonstrated a strong ability to appoint qualified and dedicated Finance Committee members. George was always careful to avoid imposing his personal feelings or political positions on candidates or throughout the town election process.

George lead the town through many controversial issues such as the debate over one or two regional high schools, the decision to build a new high school or renovate the existing one, votes on developing new elementary schools, constructing the Public Safety Building, and most recently the new DPW facility. Through it all, George has always shown himself to be professional and fair.

TOWN DEDICATION

Over the course of his tenure with Holden, he has served with four different Town Managers, Brian Bullock, Nancy Galkowski, Jacquelyn Kelley and Peter Lukes.

George has said "Holden has been in my DNA since before I can remember. I went to school here from kindergarten through high school. I live in the house I grew up in. I have watched the town grow, and experienced its growing pains with everyone else. There's no better place to have grown up, or to raise my family, than here."

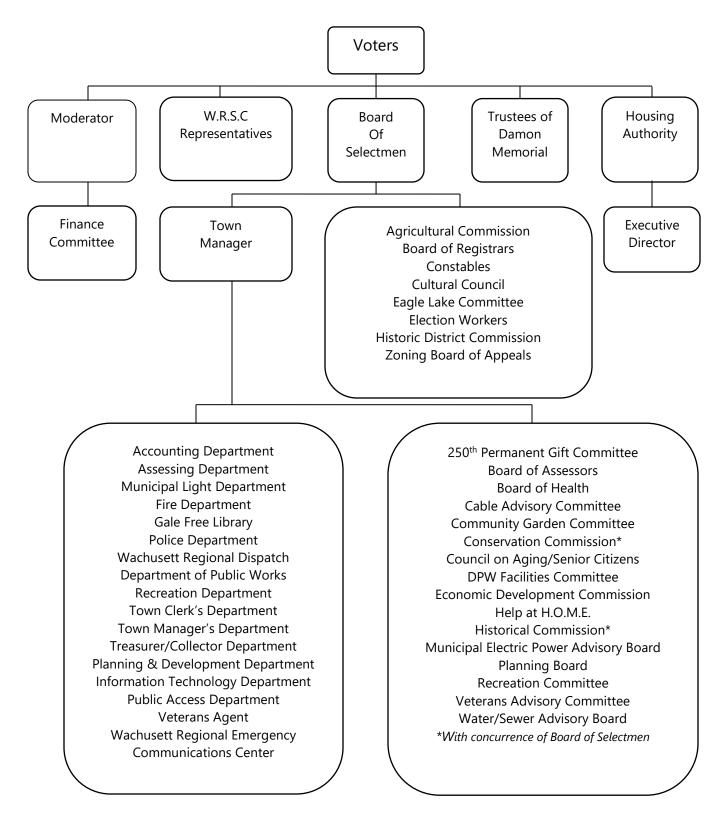
George has been among the most valued members of Holden's administration. His volunteerism and history with the Town has been nothing less than exceptional. The people of Holden are sad to see him retire from service, but we wish him nothing but the best in his endeavors to come. We dedicate this 2019 Annual Report to George Balko.

OUR LEGISLATORS

UNITED STATES SENATORS

The Honorable Elizabeth A. Warren (D) 317 Hart Senate Office Building Washington, DC 20510	(202) 224-4543
2400 JFK Federal Building 15 New Sudbury Street Boston, MA 02203	(617) 565-3170
The Honorable Edward J. Markey (D)	
255 Dirksen Senate Office Building Washington, DC 20510	(202) 224-2742
975 JFK Federal Building 15 New Sudbury Street Boston, MA 02201	(617) 565-8519
REPRESENTATIVE IN CONGRESS – THIRD DISTRICT	
The Honorable James P. McGovern (D)	
438 Cannon House Office Building Washington, DC 20515	(202) 225-6101
12 East Worcester Street, Suite 1 Worcester, MA 01604	(508) 831-7356
<u>STATE SENATOR – FIRST WORCESTER DISTRICT</u>	
The Honorable Harriette L. Chandler (D)	
State House, 24 Beacon St., Room 333	(617) 722-1544
Boston, MA 02133	
Harriette.Chandler@masenate.gov	
<u>STATE REPRESENTATIVE – FIRST WORCESTER DISTRICT</u>	
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



TOWN CLERK'S OFFICE

Dale T. Hickey –Town Clerk (right, retired 12/31/19) 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 Karen M. Tremblay ELECTION OFFICERS

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

ELECTION ALTERNATES

Amy-Laing Bobkowski, Carolyn L. Bourget, Betty J. Carlson, Janet L. Chapman, Joan P. Conrad, Ronna J. Cuker, Robert L. Davis, Leslie S. Debord, Suzanne P. Dupuis, Diane Forester, Betty A. Hale, Roberta Hanlon, David J. Hillhouse, Renate L. Hillhouse, Cheryl A. Jenkins, William F. Lahey, Maureen A. Locke, Janet M. Longvall, James W. MacFarlane, Cynthia L. Mason, Sybil A. Mielnicki, Dianne Milewski, Janet A. Monroy, Jo-Anne M. O'Rourke, Robin R. Owens, Lisa M. Pepi, Eileen C. Rafferty, Denise M. G. Ross, Susan A. Sedgwick, Asima Silva, Cynthia L. Smith, Eugene G. Sullivan, Claude S. Thompson, Lori B. Wagg, Thomas H. Wagg, Rodney A. White.

ELECTED OFFICIALS

MODERATOR

George A. Balko III

2020

BOARD OF SELECTMEN, LIGHT AND WATER/SEWER COMMISSIONERS

Geraldine A. Herlihy	2022
Jeremy W. Kurtz	2019
Tyler J. Gibbs	2021
Robert P. Lavigne, Vice Chair	2020
Anthony M. Renzoni, Chair	2021
Chiara M. Barnes, Clerk	2022

TRUSTEES OF DAMON MEMORIAL

Richard S. Maurer	2021
Alan N. Degutis	2021
Nina Mazloff	2019
Virginia B. Powell-Brasier	2022
Stephanie J. Adams	2020
Stephanie T. Borg	2020

WACHUSETT REGIONAL SCHOOL DISTRICT COMMITTEE

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

Amy M. Michalowski	2020
Asima Silva	2021
Adam C. Young	2021
Linda M. Long-Bellil	2021
Thomas P. Curran	2019
Christina M. Smith	2022
Kenneth V. Mills	2022
Michael J. Dennis	2020
Scott H. Brown	2020
Maleah FT Gustafson	2022
Laura M. Kirschenbaum to fill a vacancy	2020

HOLDEN HOUSING AUTHORITY

Benjamin R. Gold (State Appointee)	
Clare L. Zukowski	2023
Martin E. Gibbons	2019
Karen O'Connor	2021
Michael M. Kozlowski	2024

APPOINTED BY THE MODERATOR

FINANCE COMMITTEE

Karl K. Makela (Resigned March 2019)	2021
John R. Lambert	2021
Christopher Lucchesi	2021
Alan R. Berg (Retired May 2019)	2019
Joseph J. Dolak	2022
David J. White, Sr. Chair	2022
Paul L. Challenger	2020
Marilynn L. Foley	2020
Donald Graves	2020
Stephanie J. Adams	2022
Jane E. Titcomb	2021

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, Esq.

AGRICULTURAL COMMISSION

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

CONSTABLES

Matthew J. Atanian	2022
Kimberly E. Lynch	2020
Daniel B. Gately	2020

EAGLE LAKE DAM COMMITTEE

Gerald Kersus, Chairperson
Stephen Isabelle, Vice Chairperson
Mark Aucoin

Dan Marinone Earl Nezuch Brian Vitalis (First Alternate)

HISTORIC DISTRICT COMMISSION

Lawrence T. Kowalczyk, Chairperson	2021
Joseph Clancy, Jr. (Resigned September 2019)	2019
Karen S. Clickner	2019
Susan M. Kowalczlyk	2019
Lance G. Lazar	2019
Matthew Vajda (Alternate)	2019
Nicholas M. Langhart (Resigned January 2019)	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	2021
Bonnie M. Prescott	2022
S. Jane Arntz	2020
Dale T. Hickey (Resigned December 2019)	

ZONING BOARD OF APPEALS

James A. Deignan	2022
Ronald E. Spakauskas, Chairperson	2022
Roy Fraser, III	2022
Silveo R. Annunziata	2020
Robert A. Butler	2020
Frederick J. Lonardo	2020
Brian A. Meljac, First Alternate	2020
David L. George, Second Alternate	2021

APPOINTED BY THE TOWN MANAGER

ASSISTANT TOWN MANAGER

Stephanie C. King

OPERATING DEPARTMENTS

ACCOUNTANT

Lori A. Rose

FIRE CHIEF/FOREST WARDEN

Russell A. Hall

DEPUTY FIRE CHIEF/FIRE PREVENTION

Sean M. Smith

DIRECTOR OF PLANNING AND DEVELOPMENT

Pamela A. Harding David G. Lindberg, Building Commissioner

HOLDEN MUNICIPAL LIGHT DEPARTMENT/GENERAL MANAGER

Jane D. Parenteau

POLICE CHIEF

David A. Armstrong

PUBLIC WORKS DIRECTOR

John R. Woodsmall

RECREATION DIRECTOR

Denise M. Morano

SEALER OF WEIGHTS AND MEASURES

Edward R. Seidler

TOWN CLERK

Dale T. Hickey (Retired 12/31/2019)

TOWN COUNSEL

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

TREASURER/COLLECTOR

Sharon A. Lowder

VETERAN'S AGENT

Brad H. 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 James R. Dillon, Assessor 2019 2020

BOARD OF HEALTH

BOARD OF HEAL	ТН
Michelle O'Rourke	2021
Stella Adu-Gyamfi	2019
Michael Mazloff	2020
CABLE ADVISORY COM	IMITTEE
Christopher C. Hugo	2021
Henry C. Ouellette	2021
Elizabeth Axelson	2019
Lawrence D. Popple, Chairperson	2019
Patricia A. Popple	2019
Louis D. Tilson	2020
COMMUNITY GARDEN CO	OMMITTEE
Jessica A. Cosenza	2021
Marcia Hastbacka, Chairperson	2021
Michael Trigiano	2020
Sarah Edmonstone	2021
Gina Tutela	2022
Julie McCarthy	2022
Katie Brier	2022
CONSERVATION COMM	
Anthony Costello	2021
Cathleen Doherty	2019
Luke L. Boucher	2020
Robert S. Lowell	2020
Michael J. Scott	2020
Kenneth Strom	2020
David Nyman	2020
*with BOS Approval	
Faye M. Ellis	2021
Wayne D. Howard	2021 2021
Maureen A. Locke Richard S. Mansfield, Jr.	2021
Eric Johansen	2021
Susan H. Sullivan	2022 2019
Rebecca A. Tornblom	2019
Nancy Melton	2013
Nancy Meton	2022
DEPARTMENT OF PUBLIC WORKS F	
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)	
David White (Ex-Officio)	

ECONOMIC DEVELOPMENT COMMISSION

Christine Andreoli	2022
Kathy Diehl	2022
Benjamin Figueroa	2022
Andrea Figueroa	2022
Jessica Milliken	2022
Adam Gerhart	2022
Stephen Yerdon	2022
Pamela Harding (Ex-Officio)	
Chiara Barnes (Ex-Officio)	

HELP AT H.O.M.E.

Fay M. Ellis	2021
Marty Holman	2021
Susan E. Marsh	2021
Joseph G. Sullivan	2022
Brian Bullock, Chairperson	2021
Marcia Sherbourne	2021

HISTORICAL COMMI	SSION*
Charles T. Skillings, Chairperson	2019
lda J. Nystrom	2022

MASTER PLAN UPDATE STEERING COMMITTEE

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

MUNICIPAL ELECTRIC POWER ADVISORY BOARD

Joseph G. Sullivan	2021
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 (Resigned June 2019)	2018
Otto R. Lies	2021
Robert V. Ricker	2021
Scott R. Carlson	2019
John M. Michalak	2020
Michael Krikonis	2020
Nancy Kielinen	2020

RECREATION COMMITTEE

Erin O. Bradbury	2021
Lisa M. Post (Chairperson)	2019
Melissa A. Staiti	2019
Robin H. Grady	2020
Robin Owens	2020
VETERAN'S ADVISORY BOARD	
Anthony Renzoni	2022
Ronald Barrus, Sr.	2022
Gary Antinarella	2020
Gerald D. Dziemja Jr.	2022
Silvio Annunziata	2022
Angelica Owanisian	2022
Kurt Owanisian	2020



REPORT OF THE TOWN CLERK ANNUAL TOWN ELECTION – MAY 13, 2019

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 Leslie S. Debord.

Precinct 2. Warden: Nina A. Gibbons. Others: Barbara A. French, Karen A. Cavan, Betty J. Carlson, Denise M.G. Ross 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: Faith M. Keskula. Others: Gayle C. Marshall, Pauline A. Brodeur, David J. Hillhouse, and Renate L. Hillhouse.

Precinct 5. Warden: Karen M. Tremblay. Others: Kathleen G. Franco Anthony, James W. MacFarlane, Dianne M. Milewski, 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 13, 2019

OFFICES AND CANDIDATES	PREC #1	PREC #2	PREC #3	PREC #4	PREC #5	TOTALS
MODERATOR - ONE FOR ONE YEAR	R					
George A. Balko III	77	70	79	65	51	342
Write-Ins	1	2	1	1	3	8
Blanks	13	9	8	14	7	51
SELECTMEN – TWO FOR THREE YEA	RS					
Geraldine A. Herlihy	72	68	77	67	51	335
Chiara M. Barnes	64	58	67	57	44	290
Write In	2	1	1	0	0	4
Blanks	44	35	31	36	27	173
TRUSTEES OF DAMON MEMORIAL	- TWO FOR	R THREE YE	ARS			
Virginia B. Powell-Brasier	71	67	71	63	48	320
Penelope G. Morgan	69	64	68	65	44	310
Write In	1	0	1	0	0	2
Blanks	41	31	36	32	30	170
WACHUSETT REGIONAL SCHOOL D	ISTRICT CO	OMMITTEE	- THREE FC	OR THREE Y	EARS	
Kenneth V. Mills	69	68	74	67	49	327
Christina M. Smith	67	65	67	65	46	310
Maleah FT Gustafson	64	64	62	64	43	297
Write In	1	3	1	0	0	5
Blanks	72	43	60	44	45	264
WACHUSETT REGIONAL SCHOOL	DISTRICT	соммітт	EE – ONE	FOR ONE	YEAR TO) FILL A
VACANCY						
Laura M. Kirschenbaum	77	68	73	67	50	335
Write In	0	1	0	0	2	3
Blanks	14	12	15	13	9	63
HOLDEN HOUSING AUTHORITY -	ONE FOR FI	IVE YEARS				
Michael M. Kozlowski	77	70	73	67	51	338
Write In	0	1	0	1	0	2
Blanks	14	10	15	12	10	61
TOTAL REGISTERED VOTERS	2735	2733	2470	3039	2808	13785
TOTAL REGISTERED VOTERS	2755 91	2755 81	2470 88	80	2008 61	401
VOTER PARTICIPATION	3%	3%	4%	3%	2%	3%
	-	-	-		-	

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.

PROCEEDINGS

The meeting was called to order and declared open by the Moderator, George A. Balko III, at 7:21 p.m. at Wachusett Regional High School. The salute to the flag followed. There were 178 registered voters present. Twelve 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 2018 Annual Town Report was dedicated to Donna M. Cross in grateful appreciation of her forty years of service to Holden.

David White and Paul Challenger each spoke briefly concerning the status of the budget.

Al Berg was presented with a plaque on his last night on the Finance Committee, in appreciation of his 17 years of service.

ARTICLE 4. On motion made by David White 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	1,000.00	
3 rd Member	1,000.00	
4 th Member	1,000.00	
5 th Member	1,000.00	
Trustees of Damon Memorial – 6	None	
Members		
Wachusett Regional School District	None	
Committee – 10 Members		

ARTICLE 5. On motion made by David White it was **voted unanimously** that the Town take no action under this article.

ARTICLE 6.

#1 – On motion made by Paul Challenger it was **voted unanimously** that the Town appropriate, to pay Town debts and charges for the ensuing year, the sum of <u>\$6,314,976</u> for the proposed budget for GENERAL GOVERNMENT, item 1, substantially as shown on page 4 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2020 BUDGET" under the heading "FY 2020

RECOMMENDED" and to raise said sum by transferring <u>\$49,000</u> from the Water/Sewer Enterprise fund receipts for indirect costs, by transferring <u>\$12,400</u> from the Solid Waste Enterprise fund receipts for indirect costs, by transferring <u>\$50,000</u> from Overlay Surplus and by raising and appropriating <u>\$6,203,576</u> 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 Paul Challenger it was **unanimously voted** that the Town appropriate, to pay Town debts and charges for the ensuing year, the sum of <u>\$5,405,893</u> 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 2020 BUDGET" under the heading "FY 2020 RECOMMENDED" and to raise said sum by transferring <u>\$249,000</u> from available funds in the hands of the Treasurer and by transferring <u>\$1,445</u> from the reserve bond premium in the hands of the Treasurer, and by raising and appropriating <u>\$5,155,448</u> to cover the balance.

#3 – 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 <u>\$5,803,958</u> for the proposed budget for PUBLIC SAFETY, item 3, substantially as shown on page 5 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2020 BUDGET" under the heading "FY 2020 RECOMMENDED" and to raise said sum by transferring <u>\$25,000</u> from the Wachusett Fund, and by raising and appropriating <u>\$5,778,958</u> to cover the balance.

#4 – On motion made by Al Berg it was **unanimously voted** that the Town appropriate, to pay Town debts and charges for the ensuing year, the sum of \$3,018,697 for the proposed budget for PUBLIC WORKS, item 4, substantially as shown on page 6 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2020 BUDGET" under the heading "FY 2020 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 \$2,980,297 to cover the balance.

#5 – On motion made by Christopher Lucchesi it was **unanimously voted** that the Town appropriate, to pay direct debts and charges for the ensuing year, the sum of <u>\$8,103,583</u> and to transfer the sum of <u>\$82,400</u> to the general fund to cover indirect costs for the ensuing year for a total appropriation of \$8,185,983 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 2020 BUDGET" under the heading "FY 2020 RECOMMENDED" and to meet said appropriation by transferring <u>\$1,100,000</u> from Water/Sewer free cash in the hands of the Treasurer and raising the sum of <u>\$7,085,983</u> through fees and charges.

#6 – On motion made by Marilynn Foley it was **unanimously voted** that the Town raise and appropriate, to pay Town debts and charges for the ensuing year the sum of <u>\$369,104</u> for the proposed budget for HUMAN SERVICES, item 6, substantially as shown on page 6 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2020 BUDGET" under the heading "FY 2020 RECOMMENDED."

#7 – On motion made by Joseph Dolak it was **unanimously voted** that the Town raise and appropriate, to pay Town debts and charges for the ensuing year, the sum of <u>\$901,029</u> 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 2020 BUDGET" under the heading "FY 2020 RECOMMENDED."

#8 – On motion made by Marilynn Foley it was **unanimously voted** that the Town raise and appropriate, to pay Town debts and charges for the ensuing year the sum of <u>\$915,570</u> for the proposed budget for CULTURE, item 8, substantially as shown on page 7 of the "TOWN MEETING HANDBOOK RECOMMENDATIONS CONCERNING THE FY 2020 BUDGET" under the heading "FY 2020 RECOMMENDED."

#9 – On motion made by John Lambert it was **unanimously voted** that the Town appropriate, to pay direct debts and charges for the ensuing year, the sum of <u>\$1,319,276</u> and to transfer the sum of <u>\$12,400</u> to the general fund to cover indirect costs for the ensuing year for a total appropriation of <u>\$1,331,676</u>, 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 2020 BUDGET" under the heading "FY 2020 RECOMMENDED" and to meet said appropriation by raising \$1,331,676 through fees and charges.

ARTICLE 7. On motion made by Christopher Lucchesi it was **unanimously voted** that the Town raise and appropriate the sum of <u>\$22,519,746</u> 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-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 Christopher Lucchesi it was **voted by majority**, that the Town raise and appropriate the sum of \$7,306,064 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 \$7,306,064 under this Article 8 and \$22,519,746 under Article 7 of the warrant for this Town Meeting for a total appropriation by the Town to the Wachusett Regional School District of \$29,825,810, the Town thereby approves a budget of \$97,836,205 for Fiscal Year 2020 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 <u>\$100,000</u> for deposit into 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 Joseph Dolak it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of <u>\$100,000</u> for deposit 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 appropriate the sum of <u>\$2,842</u> received by the Town pursuant to employee contribution programs for Other Post-

Employment Benefits established by the Town Manager, for deposit into the Town's Other Post-Employment Benefits (OPEB) Liability Trust Fund, or act in any other way thereon.

ARTICLE 13. On motion made by Al Berg it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of <u>\$300,000</u> for deposit into 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 <u>\$503,449</u> for deposit 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 <u>\$458,449</u> from available funds in the hands of the Treasurer, and by transferring <u>\$45,000</u> from the Water/Sewer Enterprise Fund Free Cash in the hands of the Treasurer.

ARTICLE 15. On motion made by Joseph Dolak it was **unanimously voted** that the Town appropriate the sum of <u>\$3,541,000</u> for the purpose of acquiring capital items substantially as shown on page 23 of the "TOWN MEETING HANDBOOK FY 2020 CAPITAL BUDGET," and to raise said sum by transferring <u>\$951,000</u> from available funds in the hands of the Treasurer, and by borrowing the sum of <u>\$2,590,000</u> under G.L. Chapter 44, Section 7 or Section 8, or any other enabling authority, which borrowing relates to the Water-Sewer Enterprise Fund for Town Wide Water Meter Replacement, Jefferson Water Tank Rehab, Sewer Pump Station Repairs, 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 \$2,590,000 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

ARTICLE 16. On motion made by Joseph Dolak it was **unanimously voted** that the Town set the Fiscal Year 2020 spending limit for the Recreation Revolving fund at <u>\$447,008</u>.

ARTICLE 17. On motion made by Joseph Dolak it was **unanimously voted** that the Town set the Fiscal Year 2020 appropriation for the PEG Access and Cable Related Fund established in accordance with General Laws, Chapter 44, Section 53F-3/4 at \$<u>396,492</u>.

ARTICLE 18. On motion made by Joseph Dolak it was **unanimously voted** that the Town set the Fiscal Year 2020 spending limit for the Inspection Revolving Fund at <u>\$232,596</u>.

ARTICLE 19. On motion made by Marilynn Foley it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of <u>\$50,000</u> for deposit into the Open Space Preservation Stabilization Fund, established pursuant to General Laws Chapter 40, Section 5B.

ARTICLE 20. On motion made by AI Berg it was **unanimously voted** that the Town transfer and appropriate from available funds in the hands of the Treasurer the sum of <u>\$24,000</u> for deposit into the Regional Dispatch Stabilization Fund, established pursuant to General Laws Chapter 40, Section 5B.

ARTICLE 21. On motion made by Chiara Barnes 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.

ARTICLE 22. On motion made by Robert Lavigne it was **unanimously voted** that the Town authorize the sum of <u>\$153,108</u> of the excess of the income of the Municipal Light Department for the calendar years 2019 and 2020 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, 2019.

ARTICLE 23. On motion made by Tyler Gibbs it was **unanimously voted** 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, 2019, 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 24. On motion made by Geraldine Herlihy **no action** was taken on this article.

ARTICLE 25. On motion made by Anthony Renzoni it was **unanimously voted** that the Town accept Clause 22H of Section 5 in Chapter 59 of the General Laws.

ARTICLE 26. On motion made by Anthony Renzoni it was **passed by a standing count of 98 yes and 34 no** that the Town accept Section 5N of Chapter 59 of the General Laws, as amended by Section 17 of Chapter 218 of the Acts of 2018.

ARTICLE 27. Town Moderator, George Balko called this article **out of order** and no action was taken.

ARTICLE 28. A motion was made by Frederick Lonarado to amend the Town of Holden Zoning By-laws by adding to section IX a new paragraph F. A motion to amend that motion was made by Michael Conway. The amendment **passed by majority vote**. After further debate, the motion made by Mr. Lonardo **passed unanimously** to add to the Zoning By-laws, Section IX, a new Paragraph F, as follows:

Section IX.F. Any increase in area, frontage, or setback requirements; shall apply to any lot in a residential zoning district except to the extent that either the provisions of M.G.L. c. 40A Subsection 6 apply or the following provisions, provide otherwise. Any increase in area, frontage or setback requirements prescribed by the Town's Zoning Bylaw shall not apply to any lot in a residential district if the Zoning Board of Appeals finds that all of the following requirements are met and the Zoning Board of Appeals grants a special permit to permit the development of a single or two-family home on the residential lot.

1. At the time of the recording or endorsement, the lot (a) conformed to the requirements in effect at the time of recording or endorsement, but did not conform to the increased requirements, and (b) had at least fourteen thousand square feet of area in the R-2 district and twenty thousand square feet of area in the R-1 district, and (c) had at least eighty feet of frontage;

2. The size or shape of the lot has not changed since the lot was created by such recording or endorsement (a) such change complied with present Town requirements for frontage, area and setbacks, or (b) the Zoning Board of Appeals specifically finds the change to the lot was deminimis relative to the interest of the neighborhood if that lot would be developed;

3. Either (a) the lot was not held in common ownership at any time after May 15, 2000, with adjoining lot or lots that had continuous frontage with the lot in question, or (b) if the lot was held in common ownership at any time after May 15, 2000, with adjoining lot or lots that had continuance frontage with the lot in question, such lot had on it a single family or two-family dwelling;

4. The Board must find that the proposed development will not be more detrimental to the neighborhood.

2/3rds VOTE REQUIRED

Voted to adjourn the meeting at 9:02 p.m. A true copy. Attest:

Dale T. Hickey Town Clerk



FY201			FY2020
voted	d Budget	GENERAL GOVERNMENT	Recommended Budget
	1,664,199	Salary & Wages	1,765,411
	4,576,165	Expense	4,552,565
	4,570,105	Lypense	4 ,552,505
#1	6,240,364	Total General Government	6,314,976
		Moderator	
	100	Salary & Wages	100
	65	Expense	65
	165		165
		Finance Committee	
	0	Salary & Wages	0
	1,786	Expense	1,786
	150,000	Reserve Fund	150,000
	151,786		151,786
		Selectmen	
	7,250	Salary & Wages	7,250
	23,800	Expense	24,600
	30,050		31,850
		Town Manager & Personnel	
	455,359	Salary & Wages	522,054
	239,300	Expense	26,950
	694,659		549,004
		Information Technology	
	247,813	Salary & Wages	254,043
	150,320	Expense	176,619
	398,133		430,662
		Accounting	
	170,537	Salary & Wages	181,205
	26,350	Expense	28,700
	196,887		209,905
		Treasury	
	221,837	Salary & Wages	229,637
	68,400	Expense	59,400
	290,237	-	289,037
	102 154	Assessors	100.060
	183,154 30,700	Salary & Expense Wages	180,860 30,700
	218,854	wages	211,560
	210,004		211,300

	2,292,632		2,495,853
	207,000	Expense	226,500
	2,085,632	Salary & Wages	2,269,353
		Police	
#3	5,472,541	Total Public Safety	5,803,958
	740,650	Expense	781,500
	4,731,891	Salary & Wages	5,022,458
		PUBLIC SAFETY	
#2	5,618,642	Total Debt Service	5,405,893
	5,618,642	Expense	5,405,893
	F (10 (42	DEBT SERVICE	F 405 000
	1,531,053	·	1,600,000
	1,531,053	Expense	1,600,000
		Retirement	
	2,011,200		2,107,000
	2,011,200	Expense	2,107,000
		Insurance	
	6,200	Lypense	5,100
	4,000 2,2000	Salary & Wages Expense	4,000 1,100
	4.000	Sealer	
	297,375	1,	314,264
	124,900	Expense	128,900
	172,475	Planning & Development Salary & Wages	185,364
	232,765		234,643
	36,091	Expense	36,745
	196,674	Town Clerk Salary & Wages	167,898
	100,000		100,000
	180,000	Expense	180,000
	180,000	Legal Expense	180,000
Voted	Budget		Recommended Budget
FY201 Voted	Budget		FY2020 Recommended Budge

FY2019		FY2020
Voted Budget		Recommended Budget
rotod Dadget	Animal Control	
62,387	Salary & Wages	46,959
8,600	Expense	9,200
70,987	·	56,159
	Fire and Emergency Medical Services (EMS)	
1,937,670	Salary & Wages	1,987,123
284,150	Expense	288,300
2,221,820		2,275,423
	Public Sofoty Escility	
198,500	Public Safety Facility Expense	207,500
198,500	Expense	207,500
190,500		207,300
	Regional Dispatch	
572,569	Salary & Wages	634,223
32,400	Expense	40,000
604,969	Expense	683,223
001,505		000,225
	Emergency Management	
73,633	Salary & Wages	75,800
10,000	Expense	10,000
83,663	·	85,800
	PUBLIC WORKS	
1,496,351	Salary & Wages	1,572,877
894,175	Expense	945,820
500,000	Snow Removal	500,000
#4 2,890,526	Total Public Works	3,018,697
	Administration	
196,412	Salary & Wages	188,111
11,700	Expense	11,380
208,112	Expense	199,491
200,112		155,451
	Engineering	
164,909	Salary & Wages	167,363
135,475	Expense	170,950
300,384		338,313
•		
	Highway	
517,276	Salary & Wages	551,320
334,800	Expense	342,200
500,000	Snow Removal	500,00
1,352,076		1,393520

FY 20	19		FY2020
	d Budget		Recommended Budget
		Mechanics	Recommended Budget
	190,856	Salary & Wages	201,855
	17,650 Expense		18,100
	208,506		219,955
			,
		Buildings and Grounds	
	426,898	Salary & Wages	464,228
	346,750	Expense	355,190
	773,648		819,418
		Garage	
	47,800	Expense	48,000
	47,800		48,000
		WATER/SEWER	
	647,925	Salary & Wages	663,846
	6,532,665	Expense	6,989,737
	82,400	Indirect Costs	82,400
	465,000	Emergency Reserve	225,000
	250,000	Capital Outlay	225,000
#5	7,977,990	Total Water/Sewer	8,185,983
		HUMAN SERVICES	
	270,217	Salary & Wages	277,854
	89,950	Expense	91,250
		Lxpense	
#6	360,167	Total Human Services	369,104
		Veterans	
	18,852	Salary & Wages	19,375
	600	Expense	600
	60,000	Aid & Assistance	60,000
	79,452		79,975
		Senior Citizens	
	251,365	Salary & Wages	258,479
	29,350	Expense	30,650
	29,550	Lyense	289,129
	200,113		209,129

Y2019		FY2020
/oted Budget		Recommended Budget
	EDUCATION	
18,233,370	WRSD Required	19,225,254
6,787,692	WRDS Voluntary	7,306,064
39,726	Debt-Oil Remediation	39,726
1,022,241	Debt-School Construction	1,050,248
2,004,018	Transportation	2,204,518
835,988	Vocational	901,029
¥7 28,923,035	Total Education	30,726,839
	CULTURE	
623,519	Salary & Wages	656,319
266,432	Expense	259,251
#8 898,951	Total Culture	915,570
	Library	
623,519	Salary & Wages	656,319
259,732	Expense	255,751
883,251		912,070
	Historical Commission	
0	Salary & Wages	0
6,700	Expense	3,500
6,700		3,500
	SOLID WASTE	
50,847	Salary & Wages	51,882
1,236,540	Expense	1,267,394
12,400	Indirect Costs	12,400
0	Capital Outlay	0
¥9 1,299,787	Total Solid Waste	1,331,676
50,395,226	TOTAL BUDGET	52,555,037

FY2019		FY2020
Voted Budget		Recommended Budget
	REVOLVING FUNDS	
	Recreation	
212,608	Salary & Wages	222,767
107,917	Expense	124,076
36,165	Indirect Costs	36,165
133,000	Capital Outlay	64,000
489,690	Total Expenses	447,008
0	Transfer to General Fund	0
489,690	Total Recreation	447,008
	After School Program	
216,909	Salary & Wages	226,076
135,744	Expense	129,944
352,653	Total After School Program	356,020
	Cable	
100,030	Salary & Wages	101,214
100,338	Expense	202,678
2,600	Indirect Costs	2,600
200,00	Capital Outlay	90,00
403,018	Total Cable	396,492
	Inspections	
157,031	Salary & Wages	147,556
93,745	Expense	73,640
11,400	Indirect Costs	11,400
262,176	Total Inspection	262,176

REPORT OF THE TOWN CLERK FISCAL YEAR 2020 CAPITAL PROGRAM DETAIL

DEPARTMENT	EXPENDITURE	CASH	BOND	OTHER	TOTAL
FIRE – EMS	Personal Protective Equipment	\$18,000			\$18,000
	Lifepak 15 Monitor/Defibrillator	\$30,000			\$30,000
	Chief's Vehicle	\$55,000			\$55,000
POLICE	Cruisers (2)	\$92,000			\$92,000
DPW	Bridge Replacement Master Plan	\$50,000			\$50,000
	Light Duty SUV	\$15,000			\$15,000
	Heavy Duty SUV	\$27,500			\$27,500
	F-350 Pickup with Plow	\$60,000			\$60,000
	Sidewalk Tractor/Plow	\$150,000			\$150,000
	Boom Flail Mower Head	\$35,000			\$35,000
	Brush Chipper	\$50,000			\$50,000
	Local Roads/Sidewalks	\$325,000			\$325,000
	Chapter 90			\$613,000	\$613,000
WATER/SEWER	Water Main Replacement			\$170,000	\$170,000
	Jefferson Water Tank Rehab		\$1,300,00	<i>+0,000</i>	\$1,300,00
	Town Wide Meter Replacement		\$500,00		\$500,00
	Sewer Pump Station Rehab		\$340,000		\$340,000
	SCADA Planning, Design & Implementation		\$450,000		\$450,00
	Pipe Saw		+	\$12,000	\$12,000
	Light Duty SUV			\$15,000	\$15,000
	Engineering SUV with Plow			\$27,500	\$27,500
RECREATION	Dawson Tennis Courts			\$12,000	\$12,000
RECREATION	Dawson Basketball Courts			\$10,000	\$10,000
	Pickleball Court			\$2,000	\$2,000
	Mayo Rec Fields			\$30,000	\$30,000
	Playground Landing Material			\$10,000	\$10,000
SENIOR CENTER	Senior Van	\$20,000			\$20,000
LIBRARY	Stone Work – Walls/Walkway	\$4,000			\$4,000
ASSESSOR	Desktop Computer Replacement	\$3,000			\$3,000
ASSESSOR	Annual RRC Software Maintenance	\$3,000			\$3,000
					\$15,000
TOWN MGR/IT	Hardware Updates	\$15,000			J)),CI ف
CATV	Studio Camera Upgrades			\$55,000	\$55,000
	Mac Pro			\$14,000	\$14,000
	Memorial Hall Lighting			\$21,000	\$21,000
GRAND TOTAL		\$951,000	\$2,590,000	\$991,500	\$4,532.500

GENERAL GOVERNMENT



TOWN MANAGER'S OFFICE

Peter M. Lukes – Town Manager (Center Left) Stephanie C. King – Assistant Town Manager (Left) Wendy Brouillette – Administrative Assistant (Center Right) Abby Benoit – Administrative Assistant/Communications (Right)



BOARD OF SELECTMEN

Anthony M. Renzoni – Chairman (Top Right) Robert P. Lavigne – Vice Chairman (Top Center) Chiara M. Barnes – Clerk (Bottom Right) Geraldine A. Herlihy (Bottom Left) Tyler J. Gibbs (Top Left) Elizabeth Fotos - Recording Secretary (not pictured)

GENERAL GOVERNMENT

SELECT BOARD



Selectmen Chiara Barnes (left) and Geraldine Herlihy

The Board of Selectmen said farewell to Selectman Jeremy W. Kurtz and welcomed Attorney Chiara M. Barnes to the Board.

The Board of Selectmen and Town Manager were involved with many projects of importance in 2019. The following is a summary of some of the highlights that took place:

The Town Manager's office brought on new Administrative Assistant/Clerk of Communications, Abby Benoit, following the retirement of Donna Cross. Abby has taken over insurance, town board and committee administration, and communications while our other administrative assistant, Wendy Brouillette transitioned to the human resources and records administration responsibilities of the office.

January also marked the town's participation in the 2019 Massachusetts Municipal Association Annual Conference in Boston, where all of the members of our Select Board, along with members of our Finance Committee and town administration attended seminars, classes and break-out sessions to further our knowledge of best practices and better government efficiencies.

DPW FACILITY

The DPW Facility Committee began 2019 after a successful vote at Town Meeting and Debt Exemption vote to authorize the borrowing to pay for a new facility at 18 Industrial Drive. Over the course of 2019, the committee worked with the town's design team at Weston & Sampson along with administration at Public Works to whittle down costs for the project and produce varying design schematics that would both satisfy the needs of DPW and fit within the allotted budget. Site preparation work continued with the oversight of Project Manager Gary Kaczmarek, including demolition of the former structures on the property as well as cleanup and infrastructure improvements. Pre-qualification of subcontractors was conducted near the end of 2019 and the early preparation of bid documents for construction began.

NEW POLICE CHIEF

The Town Manager's office engaged the assistance of MMA Consulting Group, Inc to organize and conduct an assessment center to vet potential candidates for Chief of Police. Chief David Armstrong was set to retire at the beginning of 2020, and the assessment center is a complex process of testing and evaluation of candidates. Four internal candidates went through the assessment center in December and Lieutenant Timothy Sherblom was determined to be the highest scoring candidate by the independent panel of experts who conducted the screening exercises. Lt. Sherblom was offered the position of Chief by the Town Manager and began serving shortly thereafter.



Former Chief Armstrong, Chief Sherblom and Town Manager Lukes

GENERAL GOVERNMENT BRIAN FORTS MEMORIAL FLAGPOLE

In May this year, we allocated the funds donated by long-time resident and Holden volunteer Brian Forts, Esq. to install a new flagpole in front of the Starbard Building in his name. Brian served on many committees and commissions within the town. Brian passed away in November of 2017 and generously donated funds posthumously to the Town.





PUBLIC SAFETY TRAINING EXERCISES

Town employees were fortunate to attend important trainings conducted by Public Safety officials. The Holden Police Department conducted ALICE training, which is designed to help employees prevent, mitigate, and respond to a critical incident. The Holden Fire Department conducted Stop the Bleed, which is part of a national campaign and call-to-action. Stop the Bleed is intended to cultivate grassroots efforts that encourage bystanders to become trained, equipped, and empowered to help in a bleeding emergency before professional help arrives.

Additionally, HPD and HFD organized and conducted several lockdowns and school safety drills during the course of the school year at various Holden schools. These were often accompanied by participation with the Town Manager's office, state and federal officials in order to further refine the Town's response and deterrence for school emergencies.





GENERAL GOVERNMENT WOUNDED WARRIOR PURPLE HEART PARKING SPACES

On Purple Heart Day, the Town of Holden installed dedicated parking stalls for wounded veterans at the Starbard Building and at the Senior Center. We thank Pioneer Seal Coat & Asphalt Services for donating their time and materials for the purple colored parking stalls for use by Wounded Veterans.



RE-ESTABLISHED ECONOMIC DEVELOPMENT COMMITTEE

The Economic Development Committee was created by Executive Action 19-2 on June 20, 2019. The charge of the committee was the culmination of several months of work to research the goals of similar committees in other municipalities as well as the numerous previous iterations of the past EDCs in Holden. The committee members were appointed shortly thereafter and they held their first official meeting on August 7, 2019. That meeting was staffed by the Town Manager, Assistant Town Manager and the Director of Planning and Development. Jessica Milliken was elected by the committee to serve as its Chairman. The committee showed terrific energy from the start and planned several successful events in a short time. They submitted budget requests for FY21 for expenses and events that are intended to showcase Holden's existing businesses while attracting more pedestrians to our Main Street commercial zone.

INTERGOVERNMENTAL RELATIONS AND COMMUNITY EVENTS

The Town Manager met with Wachusett Regional School District Superintendent Darryll McCall and the regional town administrators monthly in order to maintain strong communication regarding school and municipal needs. Individual Department Heads met regularly with the Town Manager in addition to 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 maintained an open-door environment in which he met often 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. When site visits were helpful, the Town Manager visited neighborhoods or businesses to fully apprise the situation personally.

GENERAL GOVERNMENT

MEMORIAL DAY PARADE

The 2019 Memorial Day Parade was dedicated to the American Legion Post 42. The America Legion was founded in March 1919 in Paris, France, by U.S. World War I military personnel stationed there who were dedicated to four pillars of service and advocacy: veterans, military personnel, youth, and patriotic values. Today, the Legion has departments in all 50 states as well as the District of Columbia, France, Mexico, the Philippines, and Puerto Rico. Holden has been home to the John E. Harkins American Legion Post 42 since its founding 100 years ago. The Post has always been, and will continue to be, a key member of our community. With a focus on caring for local veterans and their families, Post 42 touches so many of our residents in countless ways.



Fife and Drum Band

Sheriff Evangelidis, Selectman Renzoni, Town Manager Lukes, Fire Honor Guard marching behind Holden Veterans



Speakers (left to right) Anthony Renzoni, Al Sculthorpe, Lt. Simon Gregory

Moment of Silence with Holden Police Department Honor Guard

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. This year's cookout was celebrated on Thursday, June 13, 2019 and it was a very cold and rainy day but employees made the best of it.



GENERAL GOVERNMENT MILESTONES CELEBRATED JULY 1, 2018-JUNE 30, 2019

5 YEARS

Ashely Anderson – Police Department Helen Aronowitz – IT Department Robert Gorton – Light Department Richard Johnson – Fire Department Peter Lukes – Town Manager Ethan Naiman – Fire Department Danielle Yanco – Gale Free Library

10 YEARS Russell Hall – Fire Department Gary Kaczmarek – Town Manager's Office Clare Nelson – Senior Center

15 YEARS

Johannah Adams Janet Bourget Jonathan Bourget Beverly Dineen Adam Hickey Peter Lacy Barbara Oberlin Adam Perkins

20 YEARS

Daniel Deptula – DPW Buildings & Grounds Derryl Dion – Fire Department Douglas Nelson – IT Department

25 YEARS

Louise Charbonneau – Senior Center Michael Griffin – Light Department Lawrence Josti – Light Department

30 YEARS David Anderson – Police Department Richard Horrigan – Police Department

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. The IT staff oversees the efficient running, maintenance and updates to the Town IT infrastructure and telephone support including IT capabilities for real estate taxes, assessors database, police dispatch and permitting, for proficient and user friendly services.

The IT Department maintains the servers for all functions of Town of Holden information needs. Our former server infrastructure consisting of a VMware virtualized environment on a system comprised of a blade server, Storage Area Network (SAN), and network switchgear, is currently being changed. This year, Holden IT replaced the blade server/SAN model with a new technology known as hyper-convergence.

Hyperconvergence is a drastically different approach to a data center. It removes the SAN completely. The servers, and storage are now all fused into a single appliance. Because there is less equipment to purchase, maintain, and support, the recurring costs of supporting a hyperconverged environment are significantly lower than what we have now. This will save the Town money on electricity/cooling costs. Hyperconvergence allows you to quickly and easily restore data, where it once took hours.

Holden IT has continued to maintain a strong online presence. Not only do we offer online bill paying, and permitting applications, but we also have very useful forms 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.

GENERAL GOVERNMENT TOWN OF HOLDEN WEBSITES

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

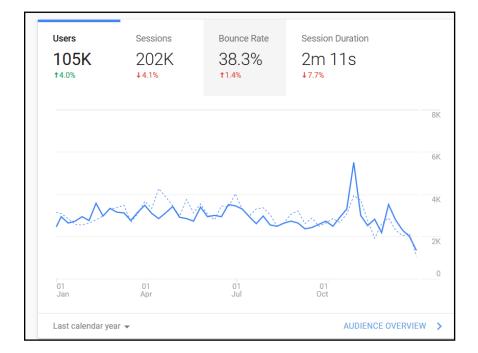
TOWN OF HOLDEN SOCIAL MEDIA

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

GENERAL GOVERNMENT

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.



TOWN OF HOLDEN WEBSITE STATISTICS

EDUCATION LETTER FROM WRSD SUPERINTENDENT DARRYLL MCCALL, ED.D.

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

As we embark upon the third decade of the twenty-first century, it is important for us to remember that our district was the very first regional school district in Massachusetts. Over the years, our schools have become the center of our communities, with families moving to Central Massachusetts specifically to be part of the Wachusett Regional School District. Our five towns continue to work together to provide our children with schools that offer meaningful educational experiences and opportunities afforded by dedicated educators and support staff.

As we have done over the past several years, the District and Member Town officials held the annual Budget Roundtable at the Holden Senior Center in early November. 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, members of the Wachusett Regional School District Committee, and community members interested in learning more about the budget process. State representatives voiced their support of the recently signed Student Opportunity Act that will provide more state funding for many of the outdated dollar amounts used in the Chapter 70 formula calculation. We would like to thank our state representatives for their continued support of increased funding for all schools in the commonwealth.

The 2019-2020 school year has been a milestone year for the Wachusett Regional School District. For the first time in the history of our shared communities, the WRSD is now able to offer free full-day kindergarten to students from our towns. Although the District has offered tuition-based full-day kindergarten for many years, tuition-free kindergarten equals the playing field for all students so that the educational experiences of some of our youngest students are equitable from classroom to classroom, school to school, and town to town. This transformative educational endeavor will now provide benefits to all of our students when they enter our elementary schools. This was also the first year when all of the students at our high school were issued a Chromebook to be used at school and at home. Over 2,000 Chromebooks are being utilized at WRHS on a daily basis as our students and staff use these important tools of technology to further enhance and support the learning experience. These two endeavors are representative of the educational advancements our communities continue to make through their investment in education and the future.

For the second consecutive 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 anticipate the continuation of the forward progress made this past year as we look to create a budget that supports the Strategic Plan and focuses on the social and emotional health of our students.

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 MONTY TECH SUPERINTENDENT SHEILA M. HARRITY, ED.D.

Each year I look forward to the development of the Annual Report, as a means to reflect on the achievements and accomplishments celebrated by students and staff at Monty Tech. The 2018-2019 school year was a remarkable one, as our school saw the opening of an all-new training facility, renovated instructional space and state-of-the-art equipment added to three vocational areas, students earning more industry-recognized credentials than ever before, and new partnerships with area colleges and universities. It was a year to remember.

Students who attend Monty Tech have chosen a high school experience unlike any other. While completing all of the same high school requirements of students enrolled in a traditional, comprehensive high school, our students are also learning a valuable trade – skills they will carry with them for a lifetime. These vocational skills may provide opportunities for our graduates to work their way through college; they may open the door to new, related career pathways, or they may be the foundation for a lifelong career. The education and training they receive at Monty Tech will open doors and allow them to choose a college and/or career pathway that will define their future.

Monty Tech academic programs continue to serve students at all levels well. This year, students completed the Next Generation MCAS, and earned commendable passing rates: English Language Arts 99%, Mathematics 97%, and Biology 99%. Monty Tech students exceeded the state averages in all 3 subjects. In addition, great strides were made in our relatively new Advanced Placement programs, with more than 60% of test takers earning a score of 3 or better. Finally, an all-new science program was fully integrated in FY19 – Biomedical Sciences. This rigorous sequence of courses was met with enthusiasm from students and staff, so plans to expand this Project Lead the Way programming are underway. Our talented academic faculty 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.

And while we are certainly proud of our academic and vocational training programs, a Monty Tech experience would not be complete without participating in meaningful community service. Last year we were honored to once again host the Wreaths Across America Convoy with a remembrance ceremony as it made its way down to Arlington National Cemetery. As the convoy left the school parking lot and hundreds of American flags waved, I was reminded once again of the value of a Monty Tech education. For a moment, our students were taken out of the classrooms and shops and asked to think about what this convoy meant, where it was heading and how they were a small part of the ceremony. They were asked to consider service, and through the waves and cheers it was clear that Monty Tech students knew and understood the meaning behind that experience. It's not often that high school students are asked to stop and think about others and how they might contribute to another person's well-being. But at Monty Tech, our students are not only familiar with the concept, they are committed to community service. Whether it is building a carriage house for the NEADS program, designing and building dugouts for area Little League programs, or ensuring handicap accessibility in dated town offices, our staff and students are proud to serve.

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 2018-2019 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	Lunenberg	Templeton
Fitchburg	Petersham	Westminster
Gardner	Phillipston	Winchendon

LEADERSHIP

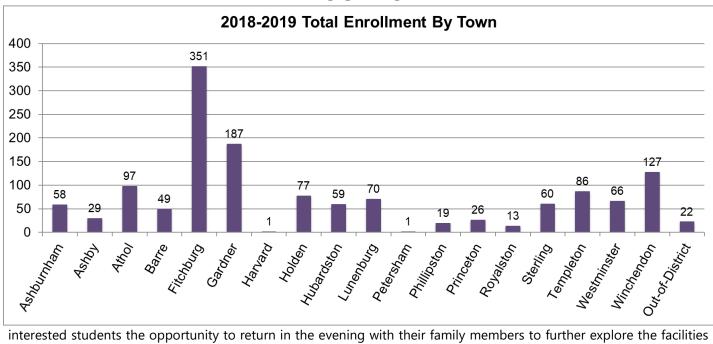
The leadership team at Montachusett Regional Vocational Technical School is comprised of ten talented administrators whose varied educational backgrounds, professional experiences, and areas of expertise contribute to the success of the school. Working collaboratively, and under the direction of the 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
Donald Kitzmiller, Director of Technology	Victoria Zarozinski, Director of Student Support
	Services

ENROLLMENT

On June 1, 2019, student enrollment at Monty Tech included 1,398 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.

Throughout 2018-2019, Monty Tech offered a variety of opportunities for students, parents, and community members to learn about and visit the school. In October 2018, approximately 450 district eighth graders participated in the annual "Tour Day" event. Students toured our twenty-one 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 2018-2019 school year, serving approximately 700 area students.

CLASS OF 2019 AWARDS

Members of the Class of 2019 were awarded approximately \$200,000 in scholarships, tools, and equipment. The Monty Tech Foundation generously provided \$36,000 in scholarships to graduating seniors, ranging in amounts of \$500 to \$2,000. The Foundation also awarded \$3,250 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 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. Approximately 38% of the graduating class of 2019 reported plans to enroll at a 4-ear 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

In an effort to develop a cost-effective budget for the fiscal year 2018-2019, a great deal of effort was put forth by the School Committee, administration, and staff. The final fiscal year 2018-2019 Educational Plan totaled \$27,756,374 which represents a 3.2% increase over the 2017-2018 Educational Plan. The District's FY19 budget only exceeds the minimum spending required by Massachusetts General Law Chapter 70 by \$135,947 or .6%.

The District was audited in November 2019 as part of the yearly financial audit by the accounting firm of Melanson, Heath and Co. from Greenfield, MA and has 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 2019, state and federal grant sources provided the school with \$945,083. 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 \$465,000 in competitive grants, including a Skills Capital Grant for \$385,000 to purchase equipment for new hospital beds, EKG machines and an Anatomage Table to benefit the Health Occupations and Practical Nursing programs as well as new diagnostic certification tools to benefit the Automotive Technology program. The District also received \$80,000 in funds to increase school safety. 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

ACADEMIC ACHIEVEMENT

During the spring of 2019, students at Montachusett Regional Vocational Technical School continued to demonstrate high academic achievement, earning commendable scores on the MCAS in English Language Arts, Mathematics, and Biology. This year, students completed the Next Generation MCAS - a computer-based test that is designed to give students a clear signal on whether they are on track for college and career readiness. The new standards are more rigorous than the standards for the Legacy MCAS. Monty Tech's passing rate on the English Language Arts was 99%, Mathematics 97%, Biology 99%. Monty Tech students exceeded the state averages in all 3 subjects. With regard to our Accountability status, Monty Tech has made "Substantial Progress Toward Meeting our Targets."

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 English courses, two mathematics courses, two science courses, and one computer science course) and teachers have participated in meaningful, high-quality professional development which has enabled us to successfully implement two Project Lead the Way biomedical courses.

The school is in its 7th year of administering Advanced Placement exams, and students enrolled in AP courses continue to improve their performance. In the spring of 2019, 68 out of 111 students (61%) earned qualifying scores - the highest number of students with qualifying scores we've ever had. Of these students, 79 out of 146 "exams" (54%) earned qualifying scores - the highest number of qualifying exams we've ever had.

This year, more than half of the students who tested in the following subjects received qualifying scores: AP Computer Science Principles, AP Literature & Composition, AP Environmental Science, and AP Language & Composition. The AP subject with the highest number of students with qualifying scores was AP Literature & Composition. It was also the AP subject with the most test takers with 31 students taking this exam. Students enrolled in AP Language & Composition, AP Environmental Science, and AP Computer Principles earned the highest (mean) average this year, compared to any prior year.

THE MONTY TECH SCHOOL COMMITTEE

The Montachusett Regional Vocational Technical School District Committee is comprised of twenty-two 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 2018-2019 School Committee for their outstanding service.

Brian J. Walker, Fitchburg *Chair* Diane Swenson, Ashburnham *Vice Chair*

> Julie Marynok Secretary

Norman J. LeBlanc District Treasurer

Peter Capone, Ashby Toni L. Phillips, Athol Whitney Marshall, Barre Dr. Robert Babineau, Fitchburg Dr. Ronald Tourigny, Fitchburg Melanie Weeks, Fitchburg Matthew Vance, Gardner Matthew Vance, Gardner James S. Boone, Gardner Amy Morton, Harvard James Cournoyer, Holden Eric Olson, Phillipston Kathleen Airoldi, Hubbardston Barbara Reynolds, Lunenburg Edward Simms, Petersham John P. Mollica, Princeton Mary C. Barclay, Royalston William Brassard, Sterling John Columbus, Templeton Ross Barber, Westminster Dr. Maureen Ward, Winchendon

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 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.

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 2019. 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 15,930 invoices processed in fiscal 2018, resulting in approximately 6,000 vendor checks being issued.

2019 HIGHLIGHTS

The Mt. View School Building project has been officially "closed out" with the Massachusetts School Building Authority (MSBA). The MSBA completed their final audit and the town received the final reimbursement of \$856,372 in November 2019. The Town has a small amount of expenses that were determined to be ineligible for reimbursement and not currently funded by the bonds issued to date. We will be proposing the use of reserved bond premium from the last bond issued for the project to cover the remaining \$59,024. The Town appropriated a total of \$54,301,695 for the feasibility study and building construction, expended a total of \$44,856,580 on the Mt View School Project, for feasibility and construction, and received a total of \$24,036,141 or 53.58% of the total expended. The total amount funded by bonds and other available funds is \$20,820,439.

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 \$2,741,226 for the project for fiscal years 2012 through 2019. In July of 2019 the town was awarded a fiscal 2020 development grant in the amount of \$1,829,797 to perform infrastructure improvements and equipment to add the Town of Paxton to the dispatch center and to make improvements to the Town of Holden's existing infrastructure-including radios, generators, fiber and antennae upgrades. It is anticipated that the Town of Paxton will be integrated into the center as of July 1, 2020. All expenditures related to this project must be submitted to the State 911 Department for approval and 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 fifth 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 \$36,007 in fiscal 2019 for the fiscal 2018 CPE report.

In preparing the budget for fiscal year 2019 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 2019 were submitted on October 22, 2019 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 2019 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, 2019.

ACCOUNTING BUDGET RECAP

	BUDGET	TRNF IN	TRNF OUT	BUDGET	EXPENDED
GENERAL GOVER	NMENT				
Salary & Wages	\$ 1,664,199	\$ -	\$ 19,137	\$ 1,645,062	\$,584,279
Expenditure	4,576,165	-	-	4,576,165	4,119,678
Capital Outlay	51,040	-	-	51,040	29,540
Total	6,291,404	-	19,137	6,272,267	5,733,497
	· ·		·		i
DEBT					
Municipal	1,261,167	-	-	1,261,167	1,270,517
School	4,357,475	-	-	4,357,475	4,175,799
Total	5,618,642	-	-	5,618,642	5,446,316
PUBLIC SAFETY					
Salary & Wages	4,731,891	-	-	4,731,891	4,136,018
Expenditure	735,650	-	-	735,650	672,233
Capital Outlay	213,500	_	-	213,500	124,423
Total	5,681,041	-	-	5,681,041	4,932,674
lotai	3,001,041			5,001,041	4,552,614
PUBLIC WORKS					
Salary & Wages	1,496,351	-	17,101	1,479,250	1,467,223
Expenditure	894,175	-	11,775	882,400	894,115
Capital Outlay	791,000	-	-	791,000	409,037
Snow Removal	500,000	48,013	-	548,013	548,013
Total	3,681,526	48,013	28,876	3,700,663	3,318,388
HUMAN SERVICE	ç				
Salary & Wages	270,217	-	-	270,217	257,825
Expenditure	89,950	-	-	89,950	80,434
Capital Outlay	50,000	-	-	50,000	-
Total	410,167	-	_	410,167	338,259
EDUCATION					
WRSD	26,083,029	-	-	26,083,029	26,083,029
WRSD Trans	2,004,018	-	-	2,004,018	2,004,018
VOC	835,988	-	-	835,988	833,376
Total	28,923,035	-	-	28,923,035	28,920,423
CULTURE					
Salary & Wages	623,519	-	-	623,519	611,843
Expenditure	266,432	-	-	266,432	263,037
Capital Outlay		-	-		-
Total	889,951	-	-	889,951	874,880
	E1 405 700	40.012	40.012	E1 405 766	10 EGA 427
GENERAL FUND	51,495,766	48,013	48,013	51,495,766	49,564,437

ACCOUNTING BUDGET RECAP

	BUDGET	TRNF IN	TRNF OUT	BUDGET	EXPENDED
WATER/SEWER EI	NTERPRISE FUND				
Salary & Wages	647,925	-	-	647,925	609,596
Expenditure	7,159,000	-	-	7,159,000	6,901,219
Capital Outlay	2,350,000	-	-	2,350,000	241,420
TOTAL					
WATER/SEWER	10,156,925	-	-	10,156,925	7,752,235
SOLID WASTE EN	TERPRISE FUND				
Salary & Wages	50,847	-	-	50,847	43,760
Expenditure	1,248,940	-	-	1,248,940	1,197,604
TOTAL SOLID					
WASTE	1,299,787	-	-	1,299,787	1,241,364
TOTAL BUDGET	\$ 62,952,478 \$	48,013	\$ 48,013	\$ 62,952,478	\$ 58,558,036

TOWN OF HOLDEN COMBINED BALANCE SHEET JUNE 30, 2019

ASSETS	GENERAL	SPECIAL REVENUE	CAPITAL PROJECTS	TRUST & AGENCY	MUNICIPAL LIGHT	WATER SEWER	SOLID WASTE	LONG-TERM OBLIGATION	JUNE 30, 2019
Cash & short-term investments Investments	10,948,881.15	2,826,997.23	3,623,510.48	767,772.32 10,314,779.25	522,082.79 2,933,830.90	4,010,194.37	558,713.68		23,258,152.02 13,248,610.15
Receivables (Net of allowances for uncollectables) Personal property Real estate Excise Tax liens Special assessments Ambulance Other User charges	41,385.66 287,371.40 380,297.96 928,477.95 861,677.60 98,517.32				916,044.82	847.98 2,344,917.64 453,274.68	89,531.57		41,385,66 287,371,40 380,297,96 929,325,93 2,344,917,64 861,677,60 98,517,32 1,458,851,07
Due from Light Enterprise Due from Commonwealth of MA Due from Wachusett Regional School Dist Due from Federal Government Due from Insurance Amts to be provided for retirement of long-term debt	56,988.00	60,998.89 760.93 25,833.24 12,444.90						38,606,452.40	0.00 117,986.89 760.93 25,833.24 12,444.90 38,606,452.40
TOTAL ASSETS	13,603,597.04	2,927,035.19	3,623,510.48	11,082,551.57	4,371,958.51	6,809,234.67	648,245.25	38,606,452.40	81,672,585.11
LIABILITIES AND FUND BALANCES									
LIABILITIES Accounts and warrants payable	727,514.80	132,747.02	20,134.13	15,606.75	65,079.22	669,697.68	56,207.29		1,686,986.89
Due to Ceneral Fund BANS payable Other liabilities Deferred revenue Reserve for Abatements and exemptions General obligation bonds payable	21,370.95 1,079,745.29 1,517,982.60	0.00	2,020,000.00	676,776.22	268,131.01 916,044.82	11,383.51 2,799,040.30	89,531.57	38,606,452.40	2,020,000.00 2,020,000.00 4,884,361,98 1,517,982,60 38,606,452,40
TOTAL LIABILITIES	3,346,613.64	132,747.02	2,040,134.13	692,382.97	1,249,255.05	3,480,121.49	145,738.86	38,606,452.40	49,693,445.56
FUND BALANCES Reserved For Encumbrances Expenditure Depreciation fund Reduction of future debt excluded debt Reserved Excess Appropriation-Mt View	1,619,961.12 2,283,894.00 7,822.96 290,614.82 (9,349.37)	45,386.23 371,681.91		0.00	2,933,830.90	802,068.75 1,145,000.00			2,467,416.10 3,428,894.00 2,933,830.90 7,822.96 290,614.82 362,332.54
Unreserved Unreserved	6,064,039.87	2,377,220.03	1,583,376.35	10,390,168.60	188,872.56	1,382,044.43	502,506.39		22,488,228.23
TOTAL FUND BALANCES	10,256,983.40	2,794,288.17	1,583,376.35	10,390,168.60	3,122,703.46	3,329,113.18	502,506.39	0.00	31,979,139.55
TOTAL LIABILITIES AND FUND BALANCES	13,603,597.04	2,927,035.19	3,623,510.48	11,082,551.57	4,371,958.51	6,809,234.67	648,245.25	38,606,452.40	81,672,585.11

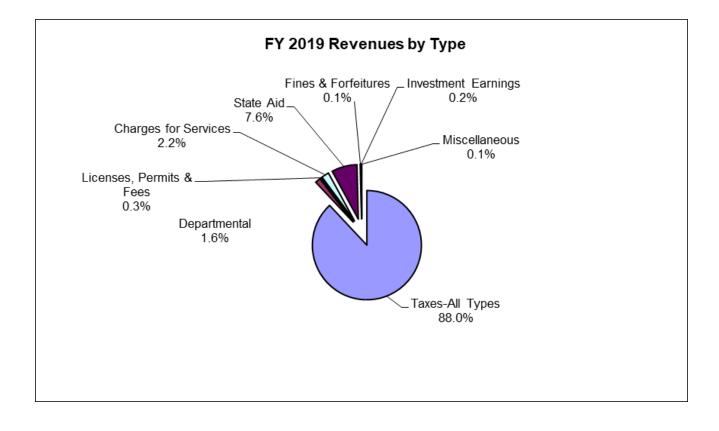
ACCOUNTING BALANCE SHEET

ACCOUNTING REVENUE COMPARISON – GENERAL FUND

NET OF REFUNDS

REVENUE SOURCE	FY19 ESTIMATE	FY19 ACTUAL	FY20 ESTIMATE
MOTOR VEHICLE EXCISE	2,300,000	2,861,806	2,375,000
FARM/FOREST EXCISE	0	0	0
PENALTIES/INTEREST	115,000	166,476	115,000
LIEU OF TAX	1,043,435	1,041,779	1,041,032
CHARGES FOR SERVICES	850,000	1,143,180	852,000
FEES	364,801	375,705	400,501
RENTALS	97,500	112,114	99,500
LIBRARY	19,500	18,040	18,000
CEMETERY	13,000	13,400	13,000
OTHER DEPARTMENTAL	49,900	87,578	49,900
LICENSES/PERMITS	96,415	135,761	98,415
FINES	45,800	42,628	45,800
INVESTMENT INCOME	60,000	113,107	75,000
MISC RECURRING	210,375	210,375	210,375
MISC NON-RECURRING	75,000	310,419	256,676
SEPTIC	41,500	50,923	41,500
TOTAL LOCAL	5,392,226	6,683,291	5,691,699
CHERRY SHEET	2,172,798	2,172,382	2,225,767
SBAB	1,732,787	1,732,787	1,732,786
TAXES	41,203,265	40,666,519	42,681,771
TAXES PRIOR YEARS	-	204,715	-
TAX LIENS	-	69,788	-
FORECLOSURE	-	-	-
CONVEYANCE TAX	-	7,460	-
LIGHT DEPT	150,106	150,106	153,108
TOTAL OTHER REVENUE	45,258,956	45,003,757	46,793,432
TOTAL GENERAL FUND REVENUE	\$ 50,641,182	\$ 51,687,048	\$ 52,485,131

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.

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.

	Certified	Used
Fiscal 2020		2,232,449
Fiscal 2019	4,490,109	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



Approximately 50% of the Free Cash certified as of 6/30/18 was left unappropriated and is now part of the 6/30/19 Free Cash. For the fiscal 2020 budget, free cash was appropriated into the following stabilization funds: DPW depreciation \$100,000; Fire Equipment Stabilization \$100,000; General Stabilization fund \$300,000; Open Space Stabilization \$50,000; Regional Dispatch Stabilization \$24,000; and Other Post Employment Trust Fund \$458,449. A total of \$951,000 was appropriated for various Capital Projects for the Town and additional \$249,000 was appropriated for the payment of debt service.

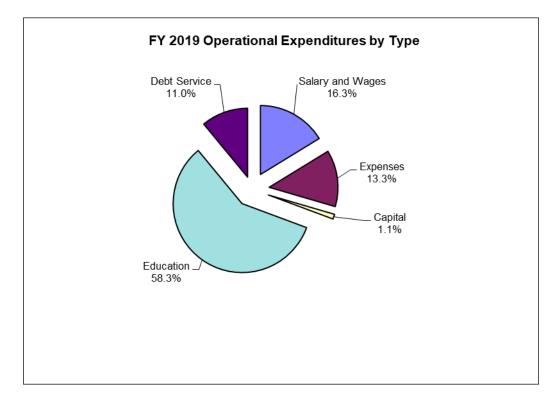
OPERATING BUDGET

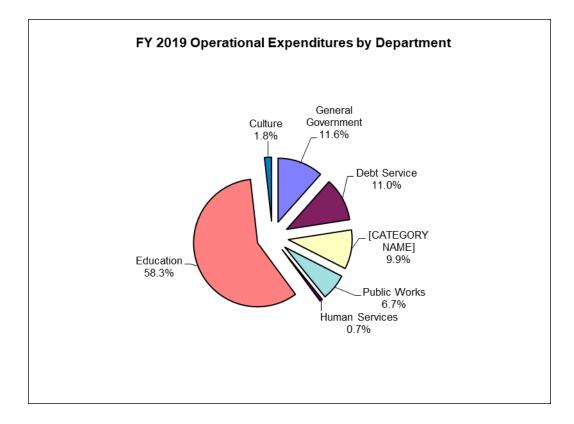
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
GENERAL GOVERNMENT					
Salary and Wages	\$ 1,368,784		· · · · · · · · · · · · · · · · · · ·		\$ 1,584,279
Expense	3,311,465	3,479,659	3,830,528	3,920,095	4,119,678
Capital Outlay	-	1,845	71,813	2,916	29,540
Total	4,680,249	4,935,563	5,410,165	5,367,115	5,733,497
DEBT RETIREMENT					
Municipal	819,199	1,472,277	1,504,216	1,380,592	1,270,517
School	2,939,339	2,718,524	4,062,483	4,221,764	4,175,799
Total	3,758,538	4,190,801	5,566,699	5,602,356	5,446,316
PUBLIC SAFETY					
Salary and Wages	3,744,274	3,906,887	4,123,856	4,088,468	4,136,018
Expense	664,778	652,668	640,987	696,723	672,233
Capital Outlay	494,051	190,895	206,411	68,121	124,423
Total	4,903,103	4,750,450	4,971,254	4,853,312	4,932,674
PUBLIC WORKS					
Salary and Wages	1,399,358	1,380,109	1,342,200	1,398,328	1,467,223
Expense	695,587	699,966	843,236	871,306	894,115
Capital Outlay	782,763	571,380	470,605	280,301	409,037
Snow Removal	536,874	471,051	509,321	560,616	548,013
Total	3,414,582	3,122,506	3,165,362	3,110,551	3,318,388
HUMAN SERVICES					
Salary and Wages	228,704	240,779	237,282	248,338	257,825
Expense	66,136	115,465	82,637	78,976	80,434
Capital Outlay	12,625	14,500	-	-	
Total	307,465	370,744	319,919	327,314	338,259
EDUCATION					
WRSD Assessment	21.033.709	21,547,554	23,194,312	24,304,111	26,083,029
WRSD Transportation	898,257	1,344,611	1,573,421	1,884,700	2,004,018
Vocational Ed	787,159	825,922	716,012	789,852	833,376
Total	22,719,125	23,718,087	25,483,745	26,978,663	28,920,423
CULTURE					
Salary and Wages	552,369	581,018	585,799	599,112	611,843
Expense	236,060	247,635	258,955	258,460	263,037
Capital Outlay		-	24,375		
Total	788,429	828,653	869,129	857,572	874,880
TOTAL GENERAL FUN	D 40,571,491	41,916,804	45,786,273	47,096,883	49,564,437

OPERATING BUDGET

Total	\$	547,889	\$	-	\$	-	\$ -	\$
School		-		-		-	-	
Municipal	\$	547,889	\$	-	\$	-	\$ -	\$
DEBT RETIRED BY IIF								
TOTAL BUDGET	\$	47,670,399	\$	49,302,454	\$	53,601,647	\$ 55,515,910	\$ 58,558,036
		.,		1,000,011		.,	 .,2.0,210	 .,,00
TOTAL SOLID WASTE		1,119,585		1,089,341		1,135,625	 1,218,213	 1,241,364
Expense		1,088,214		1,063,545		1,092,775	1,174,055	1,197,604
Salary and Wages		31,371		25,796		42,850	44,158	43,760
SOLID WASTE ENTERPRISE	FUND (F	UNDED FROM	FEES	S AND NOT TA	XES)		 	
TOTAL WATER/SEWER		5,979,323		6,296,309		6,679,749	 7,200,814	7,752,235
Capital Outlay		+00,000		500,512		127,004	 	241,420
Capital Outlay		406,006		360,912		127,954	 501,586	 241,420
Expense		5,025,499		5,337,659		5,956,463	 6,082,474	 6,901,219
Salary and Wages	1	547,818		597,738		595,332	616,754	609,596

ACCOUNTING FIVE YEAR BUDGET ANALYSIS





ACCOUNTING BUDGET ESTIMATES FY2020

	FY2020	EXPENDED AS OF	ESTIMATED
	BUDGET	12/31/2019	EXPENDITURES
GENERAL GOVERNMENT			
Salary and Wages	\$ 1,762,411	\$ 787,412	\$ 1,762,087
Expenditure	4,552,565	2,992,250	4,552,565
Capital Outlay	19,500	3,840	19,500
Total	6,334,476	3,783,502	6,334,152
DEBT	000010010000000000000000000000000000000		
Municipal	1,260,068	298,856	1,260,068
School	4,145,825	2,855,413	4,145,825
Total	5,405,893	3,154,269	5,405,893
PUBLIC SAFETY			
Salary and Wages	5,022,458	2,173,437	5,031,221
Expenditure	776,500	283,283	776,500
Capital Outlay	200,000	78,923	200,000
Total	5,998,958	2,535,643	6,007,721
PUBLIC WORKS			
Salary and Wages	1,572,877	730,036	1,487,739
Expenditure	945,820	426,088	945,820
Capital Outlay	712,500	109,347	712,500
Snow Removal	500,000	94,977	500,000
Total	3,731,197	1,360,448	3,646,059
HUMAN SERVICES			
Salary and Wages	277,854	131,755	274,708
Expenditure	91,250	51,192	91,250
Capital Outlay	20,000	-	20,000
Total	389,104	182,947	385,958
EDUCATION			
WRSD	27,621,292	13,810,646	27,621,292
WRSD Trans	2,204,518	1,102,260	2,204,518
VOC	901,029	450,514	901,029
Total	30,726,839	15,363,420	30,726,839
CULTURE			
Salary and Wages	656,319	324,033	656,319
Expenditure	259,251	136,388	259,251
Capital Outlay	4,000	-	4,000
Total	919,570	460,421	919,570
TOTAL GENERAL FUND	53,506,037	26,840,650	53,426,192

ACCOUNTING BUDGET ESTIMATES FY2020

	FY2020	EXPENDED AS OF	ESTIMATED
	BUDGET	12/31/2019	EXPENDITURES
WATER/SEWER ENTERPRISE FUND			
Salary and Wages	663,846	333,807	666,573
Expenditure	7,345,137	2,899,094	7,345,137
Capital Outlay	225,000	5,119	225,000
TOTAL WATER/SEWER	8,233,983	3,238,020	8,236,710
SOLID WASTE ENTERPRISE FUND			
Salary and Wages	51,882	8,473	51,882
Expenditure	1,279,794	570,960	1,279,794
TOTAL SOLID WASTE	1,331,676	579,433	1,331,676
TOTAL BUDGET	\$ 63,071,696	\$ 30,658,103	\$ 62,994,578

TREASURER/TAX COLLECTOR'S OFFICE

Sharon A. Lowder, Treasurer/Collector, CMMT, CMMC (left) Erin Trainor, Assistant Treasurer/Collector (left center) Jodi Mariano—Senior Accounts Clerk (right center) Jennifer J. Keevan, Senior Accounts Clerk (right)



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 603 Municipal Lien Certificates in FY 2019. 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 at the Worcester Registry of Deeds to remove the lien. The Collector's office prepared 79 Certificates for Dissolving Betterments in FY 2019.

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.

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. Holden also added a deduction for Other Post-Employment Benefits (OPEB) in fiscal 2019. This deduction will help fund health insurance benefits for future retirees.

TREASURER/TAX COLLECTOR'S OFFICE

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 Keevan 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 2019 the Town of Holden renewed a Bond Anticipation Note (BAN) in the amount of \$920,000. 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 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.

In addition to the Mountview Middle School BAN renewal, Holden also borrowed an additional \$1,100,000 for Water/Sewer improvements in FY 2019.

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 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, 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.

Cash on Hand – July 1, 2018 \$25,153,707.54 **GENERAL FUNDS** Accounting **Departmental Reimbursements** 17,810.00 Assessors Miscellaneous 1,128.66 **Buildings & Grounds** Miscellaneous 1,056.00 **Departmental Reimbursements** 32,340.00 **Cemetery Receipts** 13,399.50 Rental – Town Buildings 15,785.00 **CDC** Fines Commonwealth of Mass 1,892.50 DCR Lieu of Taxes 919,615.57 Mass Health Ambulance Receipts 15,832.50 **Registry Motor Vehicle Fees** 39,839.83 **Election Reimbursement** 699.14 Reimbursements - MVE Disabled Vets 1,423.00 **Reimbursements - RE Tax Exemptions** 11,044.00 **Emergency Management** 36,007.00 Fire HAZMAT 18,577.47 School Aid – Chapter 70 5,619.00 School Construction Reimburse 1,732,787.00 State-Owned Land 90,691.00 1,976,843.00 Unrestricted State Aid **Urban Redevelopment** 48,411.00 Veterans Benefits 40,672.00 Data Processing **Departmental Reimbursements** 96,000.00 Department of Public Works Miscellaneous 16,058.55 **Departmental Reimbursements** 13,500.00 **Fire Department** Miscellaneous 29,114.40 934,409.40 **Ambulance Receipts** 157,030.94 Ambulance Medicare Fire Private Duty Surcharge 276.00 Worker's Comp Reimbursements 2,197.44 Library Miscellaneous 18,040.34 **Miscellaneous Receipts** Community Garden 230.00 Interest Earnings 156,164.53 In Lieu of Taxes-Light Department 150,106.00 **Miscellaneous Receipts** 9,452.21 WRSD School Lease Fees 95,581.00 Proceeds of Investment 45,123.48 Planning & Development Miscellaneous 55,327.50 **Police Department** Inter-Municipal Agreement 206,851.00 Miscellaneous 15,450.20 WRSD Liaison Officer 38,500.00 Police Private Duty Surcharge 7,796.31 Sealer Weights & Measure Miscellaneous 3,101.00 Selectmen Miscellaneous 20,553.00 Senior Citizens Senior Citizens Transportation 44,542.04 Town Clerk 79,228.82 Miscellaneous

65,320.77

Charges & Interest - Taxes

Town Collector

	Charges & Interest – MVE	72,404.73
	City of Worcester Lieu of Taxes	71,143.23
	Holden Housing Lieu Tax	2,609.40
	Income & Expense Lien-2018	550.00
	Income & Expense Lien-2019	10,150.00
	Motor Vehicle 1987-2016	7,497.59
	Motor Vehicle – 2017	16,178.77
	Motor Vehicle – 2018	485,182.78
	Motor Vehicle – 2019	2,414,342.92
	Personal Property – 2017	3,889.00
	Personal Property – 2018	2,275.76
	Personal Property – 2019	626,231.72
	Real Estate – 2018	200,114.37
	Real Estate – 2019	40,153,425.00
	Rollback Tax	7,460.32
	Supplemental Real Est. – 2018	17,475.00
	Supplemental Real Est. – 2019	63,613.67
Town Manager	Miscellaneous	1,128.00
rown manager	Departmental Reimbursements	14,000.00
	Worker's Comp Reimbursements	2,155.96
Treasurer	Miscellaneous	1,110.68
Treasurer	Civil Process Fees	75.00
		36,725.00
	Departmental Reimbursements	
	Certificates of Municipal Liens	30,150.00
	Certs for Dissolving Betterments	316.00
	Private Duty Surcharge & Medicare	10,647.70
	Registry of MV Fees	10,140.00
	Tax Title & Interest	87,986.54
	Total General Funds	<u>\$51,630,407.24</u>
	HIGHWAY IMPROVEMENTS	
Commonwealth of Mass	Chapter 90 Reimbursements	\$655,754.89
		<u>+</u>
	CABLE TV FUND	
Cable TV	CATV Annual Grant	297,515.68
	CATV Reimbursement	2,572.00
	Total Cable TV Fund	<u>\$300,087.68</u>
	RECREATION 53D	
Recreation Department	Miscellaneous	355,978.10
	Interest Earned	161.41
	Total Recreation 53D	<u>\$356,139.51</u>
	<u>REVOLVING FUNDS</u>	
Various Departments	Insurance Recovery	31,835.27

	Total Revolving Funds	<u>\$31,835.27</u>
	INSPECTIONS REVOLVING	
Planning & Development	Miscellaneous	214,840.50
	Total Inspections Revolving	<u>\$214,840.50</u>
	RECREATION FUND	
Recreation	Miscellaneous	517,421.95
	Total Recreation Fund	<u>\$517,421.95</u>
	SPECIAL REVENUE	
Buildings & Grounds	Cemetery – Res. for Approp	9,214.93
Commonwealth of Mass.	Arts Lottery Council	6,700.00
	DEP Grant	109,915.50
	Elder Affairs	42,335.33
	Emergency Preparedness	4,460.00
	Extended Polling Hours	4,260.00
	Fire SAFE Grant	32,388.99
	Highway Safety	1,352.70
	Planning Grant	6,000.00
	Police Grant	14,554.00
	Police 911 Grant	127,471.62
	Police Support & Incentive Grant	256,536.40
	Recycling Grant	11,000.00
	State Aid to Libraries	32,696.29
Dept. of Public Works	Fuel Reimbursement	5,172.45
Fire Department	Fire Safety Grant	930.00
,	Ambulance Fund	1,350.00
Library	Special Gifts	7,683.50
Miscellaneous	BAN Premium	14,786.40
	Holden 250 th	6,639.25
	Interest Earned	20.82
Payroll Deductions	Selectmen Fund	185.00
Police	Police Fund	1,185.87
Senior Citizens	Council on Aging Fund	18,641.80
	Help at Home	19,081.00
Town Manager	Memorial Day Donations	6,500.00
U S Treasurer	FEMA Fire Department Grant	36,495.92
	Fire Department SAFER Grant	<u>37,676.00</u>
	Total Special Revenue	\$815,233.77
	MOUNTVIEW SCHOOL BLDG	
Miscellaneous	Bond Anticipation Notes	920,000.00

	Total Mountview School Building	<u>\$920,000.00</u>
	W/S CAPITAL PROJECT	
Miscellaneous	Bond Anticipation Notes	1,100,000.00
Miscellaneous	bond Anticipation Notes	1,100,000.00
	Total W/S Capital Project	<u>\$1,100,000.00</u>
	SEWER PROJECT	
Town Collector	Connection Loan – 2018	120.00
	Connection Loan – 2019	39,787.34
	Connection Loan Paid in Advance	11,016.00
	Sewer Assessment – 2018	1,769.23
	Sewer Assessment – 2019	224,112.60
	Sewer Assessment Paid in Advance	<u>71,758.00</u>
	Sewer Assessment Paid in Advance	<u>11,150.00</u>
	Total Sewer Project	<u>\$348,563.17</u>
	WATER/SEWER FUNDS	
Dept. of Public Works	Miscellaneous	240,621.63
	Water Connection Deposits	103,050.00
Town Collector	Rates	6,121,699.94
	Water Liens & Charges – 2018	654.60
	Water Lien & Charges – 2019	<u>1,344.99</u>
		<u>1/011.00</u>
	Total Water/Sewer	<u>\$6,467,371.16</u>
	LIGHT FUNDS	
Light Department	Miscellaneous	530,182.12
Light Department	Miscellaneous	530,182.12 21,558.60
		21,558.60
Light Department Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments	21,558.60 40,131.89
Misc. Receipts	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015	21,558.60
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018	21,558.60 40,131.89 15.00 131.17
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien –	21,558.60 40,131.89 15.00 131.17 626.78
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien –	21,558.60 40,131.89 15.00 131.17 626.78
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits Misc. Receivables	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits Misc. Receivables	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits Misc. Receivables Rates	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00 <u>14,062,194.71</u>
Misc. Receipts Town Treasurer	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits Misc. Receivables Rates Total Light Funds	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00 <u>14,062,194.71</u>
Misc. Receipts Town Treasurer Town Collector	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits Misc. Receivables Rates Total Light Funds <u>SOLID WASTE FUND</u>	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00 <u>14,062,194.71</u> <u>\$14,727,245.27</u>
Misc. Receipts Town Treasurer Town Collector Misc. Receipts	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits Misc. Receivables Rates Total Light Funds <u>SOLID WASTE FUND</u> Interest Earned	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00 <u>14,062,194.71</u> <u>\$14,727,245.27</u> 2,224.76
Misc. Receipts Town Treasurer Town Collector Misc. Receipts Planning & Development	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Meter Deposits Misc. Receivables Rates Total Light Funds <u>SOLID WASTE FUND</u> Interest Earned Trash Bags/Miscellaneous S/W	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00 <u>14,062,194.71</u> <u>\$14,727,245.27</u> 2,224.76 27,060.09
Misc. Receipts Town Treasurer Town Collector Misc. Receipts Planning & Development	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Meter Deposits Misc. Receivables Rates Total Light Funds <u>SOLID WASTE FUND</u> Interest Earned Trash Bags/Miscellaneous S/W Trash Fees	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00 <u>14,062,194.71</u> <u>\$14,727,245.27</u> 2,224.76 27,060.09 1,263,363.69
Misc. Receipts Town Treasurer Town Collector Misc. Receipts Planning & Development	Miscellaneous Worker's Comp Ins Reimbursements Interest on Investments Light Lien 2015 Light Lien – 2018 Light Lien – Light Meter Deposits Misc. Receivables Rates Total Light Funds <u>SOLID WASTE FUND</u> Interest Earned Trash Bags/Miscellaneous S/W Trash Fees Trash Lien – 2018	21,558.60 40,131.89 15.00 131.17 626.78 72,280.00 125.00 <u>14,062,194.71</u> <u>\$14,727,245.27</u> 2,224.76 27,060.09 1,263,363.69 17.25

	DPW FACILITY	
Misc Receipts	Miscellaneous Refund	<u>375.00</u>
	Total DPW Facility	<u>\$375.00</u>
Miscellaneous Receipts	OPEB FUNDS Investment Earnings	138,272.87
	Total OPBED FUNDS	<u>\$138,272.87</u>
Miscellaneous Receipts	<u>REGIONAL DISPATCH STABILIIZATION FUND</u> Investment Earnings	638.81
	Total Regional Dispatch Stab Funds	<u>\$638.81</u>
	OPEN SPACE STABILIZATION FUND	
Miscellaneous Receipts	Investment Earnings	3,271.22
	Total Open Space Stabilization Funds	<u>\$3,271.22</u>
	GERERAL STABILIATION FUND	
Miscellaneous Receipts	Investment Earnings	65,008.58
	Total General Stabilization Funds	<u>\$65,008.58</u>
	WATER/SEWER STABILIATION FUND	
Miscellaneous Receipts	Investment Earnings	3,084.78
	Total Water/Sewer Stabilization Funds	<u>\$3,084.78</u>
	TRUST FUNDS	
Buildings & Grounds	Cemetery Funds	15,080.07
Library Funds	Library Funds Principal	1,350.00
	Investment Earnings	<u>22,541.37</u>
	Total Trust Funds	<u>\$38,971.44</u>
	DPW DEPRECIATION FUND	
Miscellaneous Receipts	Investment Earnings	6,292.56
	Total DPW Depreciation Fund	<u>\$6,292.56</u>
	CONSERVATION FUNDS	
Miscellaneous Receipts	Investment Earnings	391.22
	Total DPW Depreciation Fund	<u>\$391.22</u>

	FIRE STABILIZATION FUND	
Miscellaneous Receipts	Investment Earnings	<u>6,385.58</u>
	Total Fire Stabilization Fund	<u>\$6,385.58</u>
	AGENCY FUNDS	
Commonwealth of Mass	Private Duty	720.00
Fire Department	Fire Private Duty	5,520.00
Miscellaneous	Dental Insurance Payments	20,030.41
	Life Ins Payments	2,772.82
	Health Ins Payments	173,232.93
	Retirees Ins Reimbursements	15,718.72
	Interest Earned	896.35
Payroll Deductions	Federal Tax	1,209,224.43
	State Tax	536,748.39
	Medicare	158,339.18
	OBRA Mandatory Retire	39,707.86
	Regional Retirement	984,237.67
	Health Insurance	391,844.54
	Basic Life Insurance	4,640.46
	Voluntary Life Ins	5,068.58
	Whole Life Insurance	11,025.42
	Dental Insurance	60,190.07
	Disability Insurance	38,019.25
	Flexible Spending Acct – Health	103,337.86
	Flexible Spending Acct – DCAP	3,200.00
	Union Dues	56,708.52
	Tax-Deferred Comp/Roth	239,005.28
	OPEB Deduction	4,290.89
	Family Services	55,077.69
Planning & Development	Security Deposit	68,493.30
Police Department	Police State Firearms	26,862.50
	Police Private Duty	439,737.95
Treasurer	Disability Insurance	36.00
	Exchange Account	2,505.00
	Total Agency Funds	\$4,657,192.07
	TOTAL RECEIPTS ALL FUNDS	<u>\$84,297,959.75</u>
Total Available Cash		\$109,451,667.29
Town Manager's Warrants		\$86,193,515.27
Cash on Hand June 30, 2019		\$23,258,152.02

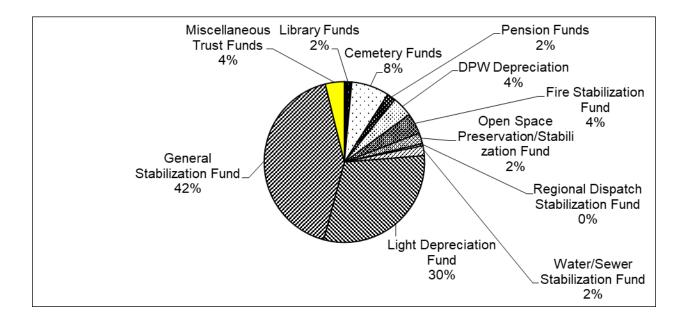
TAX TITLES					
Outstanding July 1, 2018	811,508.54				
Added to Tax Title during FY2018	<u>186,772.82</u>	<u>998,281.36</u>			
Payments to Treasurer	69,803.41				
	<u>\$928,477.95</u>	<u>\$998,281.36</u>			

TREASURER/TAX COLLECTOR'S OFFICE TRUST FUNDS IN THE HANDS OF THE TREASURER

FUND	BALANCE 7/1/18	INTEREST/ DEPOSITS	WITHDRAWALS	BALANCE 6/30/19
Cemetery Funds				
Perpetual Care	624,986.74	26,146.00	5,000.00	\$646,132.74
Chapel Fund	11,884.40	199.67	0.00	\$12,084.07
Cook Fund	9,928.25	166.81	0.00	\$10,095.06
Special Care	19,354.64	322.57	399.00	\$19,278.21
Hamil Fund	15,749.43	264.64	0.00	\$16,014.07
Anderson Fund	14,290.71	240.12	0.00	\$14,530.83
Miscellaneous Funds				
Pension Funds	163,570.39	2,748.32	0.00	\$166,318.71
Lloyd Starbard	17,223.29	289.39	0.00	\$17,512.68
Welcome Aldrich	20,158.23	338.71	0.00	\$20,496.94
Worc Comm Boulder	5,578.13	93.72	0.00	\$5,671.85
Conservation Comm.	23,284.92	391.22	0.00	\$23,676.14
Hendricks House	9,181.09	154.26	0.00	\$9,335.35
Wachusett Fund	253,924.60	3,736.54	39,724.48	\$217,936.66
Newell Hospital Fund	22,984.37	386.19	0.00	\$23,370.56
B. Gilman Rec Trust	44,289.00	744.14	0.00	\$45,033.14
Open Space Pres/Stab	102,449.10	103,271.22	0.00	\$205,720.32
Regional Dispatch Stab	21,409.81	18,638.81	0.00	\$40,048.62
DPW Depreciation	282,268.92	106,292.56	0.00	\$388,561.48
Fire Stabilization Fund	263,863.36	132,339.38	0.00	\$396,202.74
Water/Sewer Stabiliz	183,594.08	3,084.78	0.00	\$186,678.86
Light Depreciation	1,997,102.97	882,243.89	0.00	\$2,879,346.86
General Stabilization	3,407,856.56	565,008.58	0.00	\$3,972,865.14
Library Funds				
E. Horsfall	9,288.83	156.10	0.00	\$9,444.93
C. E. Smith	12,741.13	214.09	0.00	\$12,955.22
William Sargent	3,423.86	57.52	0.00	\$3,481.38
S.T. & A. M. Hobbs	10,901.55	183.16	0.00	\$11,084.71
Holden High School	16,778.04	281.89	0.00	\$17,382.74
Ellen Bascom	3,272.91	54.97	0.00	\$3,327.88
Nathan Howe	20,517.87	344.74	0.00	\$20,862.61
E. Phelps Johnson	18,539.09	311.49	0.00	\$18,850.58
B. S. Newell	14,065.72	236.32	0.00	\$14,302.04
Frances Jennings	2,653.89	44.58	0.00	\$2,698.47
Elizabeth Newell Ref	\$9,127.42	1,519.33	0.00	\$10,617.83
C.& J. Kaplan Trust	16,039.71	269.51	0.00	\$16,309.22

TREASURER/TAX COLLECTOR'S OFFICE TRUST FUNDS IN THE HANDS OF THE TREASURER

TRUST FUNDS 2019



TREASURER/TAX COLLECTOR'S OFFICE FUNDED DEBT

	Date of	Interest	Total	Balance as	Principal Due in	Date of
Project	Issue	Rate	Issued	of 6/30/19	FY2020	Maturity
Fioject	1550€	Nate	Issueu	010/30/19	F12020	waturity
GENERAL FUND DEBT -	Convention	alloans				
GENERAL FOND DEBT =	Convention	iut Louiis				
Elementary School Buildings						
(Refunded)	12/18/14	1.030%	\$33,000,000	\$2,430,000	\$2,430,000	10/15/19
Elementary School Buildings	,,		<i>400,000,000</i>	<i>+_</i> ,,	<i>+_,</i> ,	,,
(Refunded)	12/18/14	1.030%	\$920,000	\$70,000	\$70,000	10/15/19
Mountview Middle School	06/16/16	2.396%	\$15,000,000	\$12,750,000	\$750,000	06/15/36
Mountview Middle School	06/15/17	2.570%	\$4,015,000	\$3,605,000	\$205,000	06/15/37
Municipal Pool (Refunded)	05/15/08	3.856%	\$8,000,000	\$4,425,000	\$415,000	05/15/28
Public Safety Building #1	04/15/10	3.719%	\$5,000,000	\$3,250,000	\$235,000	04/15/30
Public Safety Building #2	12/18/14	1.019%	\$250,000	\$50,000	\$50,000	10/15/19
DPW Truck	12/18/14	1.019%	\$205,000	\$40,000	\$40,000	10/15/19
Ambulance	06/14/18	2.452%	\$288,000	\$225,000	\$60,000	06/1/23
DPW Equip Loader w/Plow	06/14/18	2.451%	\$259,500	\$205,000	\$55,000	06/1/23
Ambulance	12/18/14	1.030%	\$920,000	\$70,000	\$70,000	10/15/19
DPW Loader w/ Wing Plow	06/16/16	2.396%	\$15,000,000	\$12,750,000	\$750,000	06/15/36
BOND ANTICIPATION N	OTE – <i>Mou</i>	ntview Mid	dle School P	Project		
Mountview Middle						
School (BAN)	06/14/19	1.700%	\$920,000	\$920,000	\$920,000	06/12/2020
	00/14/13	1.70070	\$520,000	\$520,000	<i>\$520,000</i>	00,12,2020
GENERAL FUND DEBT –	Massachus	etts Clean V	Nater Trust	Loans (Form	erly MWPA	<i>T</i>)
Septic Repair	11/13/98	-	\$73,000	\$3,804	\$3,804	08/01/19
Sewer Connections I	07/24/03	-	\$585,267	\$65,636	\$32,486	02/01/21
Sewer Connections II	10/26/06	-	\$707,184	\$234,001	\$39,527	08/01/24

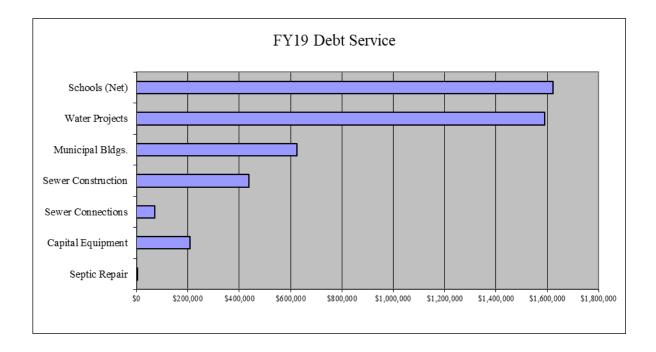
TREASURER/TAX COLLECTOR'S OFFICE FUNDED DEBT

			_	_	Principal	
	Date of	Interest	Total	Balance as	Due in	Date of
Project	Issue	Rate	Issued	of 6/30/18	FY19	Maturity
WATER/SEWER DEBT - C	Convention	al Loans				
Municipal Water System						
(Refunded)	12/18/14	1.030%	\$3,600,000	\$665,000	\$170,000	10/15/22
Water Main	12/18/14	1.030%	\$600,000	\$360,000	\$60,000	10/15/24
Water Tank Painting	12/18/14	1.030%	\$550,000	\$330,000	\$55,000	10/15/24
Water Mains	06/16/16	2.397%	\$1,600,000	\$1,360,000	\$80,000	06/15/36
Sewer Pump Station	06/16/16	1.982%	\$270,000	\$210,000	\$20,000	06/15/31
Water Dept. Equipment	06/16/16	1.251%	\$220,000	\$85,000	\$45,000	06/15/21
Water Main	06/15/17	2.548%	\$850,000	\$760,000	\$45,000	06/15/37
Sewer Pump	06/15/17	2.517%	\$280,000	\$250,000	\$15,000	06/15/37
Infiltration-Inflow Removal	06/15/17	2.514%	\$365,000	\$325,000	\$20,000	06/15/37
Sewer Force Main	06/15/17	1.834%	\$350,000	\$280,000	\$35,000	06/30/27
Water Main	6/14/18	3.144%	\$803,000	\$760,000	\$40,000	6/1/38
Sewer Pump	6/14/18	3.104%	\$271,500	\$257,000	\$15,000	6/1/38
Sewer Pump	6/14/18	3.139%	\$818,000	\$773,000	\$45,000	6/1/38
WATER/SEWER DEBT - A	Massachuse	etts Clean W	/ater Trust I	oans (Form	erly MWPA	T)
Water System - DW-99-17	11/01/00	-	\$1,981,866	\$256,471	\$128,236	07/15/20
Sewer Construction - CW-00-43	07/15/01	-	\$3,020,015	\$405,000	\$200,000	01/15/2
Water System - DW-00-16	10/15/02	-	\$831,535	\$198,191	\$47,188	07/15/22
Water System - DW-01-15	11/15/02	-	\$773,153	\$195,000	\$45,000	07/15/22
Sewer Construction - CW-00-43A	11/15/02	-	\$4,038,215	\$1,000,000	\$240,000	07/15/22
Water System - DW-01-15A	11/01/03	-	\$3,444,613	\$779,366	\$146,360	07/15/23
Water System - DW-04-06	11/16/05	2.000%	\$923,349	\$367,405	\$49,390	07/15/2
Water System - DW -09-14*	03/01/10	2.000%	\$1,743,881	\$1,176,685	\$87,677	07/15/3
Water System – DW-13-12	02/11/16	2.000%	\$525,000	\$459,895	\$22,652	01/15/36

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

BOND ANTICIPATION NOTES – WATER/SEWER						
Water Mains	06/14/19	1.700%	\$700,000	\$700,000	\$700,000	6/12/20
Water SCADA	06/14/19	1.700%	\$400,000	\$400,000	\$400,000	6/12/20

TREASURER/TAX COLLECTOR'S OFFICE FUNDED DEBT



Outstanding July 1, 2018	Motor Vehicle Excise - 2009 <u>4,049.70</u>	<u>4,049.70</u>
Payments to Treasurer	17.50	
Outstanding June 30, 2019	<u>4,032.20</u>	<u>4,049.70</u>
	Motor Vehicle Excise - 2010	
Outstanding July 1, 2018	<u>4,186.28</u>	<u>4,186.28</u>
Outstanding June 30, 2019	<u>4,186.28</u>	<u>4,186.28</u>
	Motor Vehicle Excise – 2011	
Outstanding July 1, 2018	4,222.18	<u>4,222.18</u>
Outstanding June 30, 2019	4,222.18	4,222.18
Sutstanding June 30, 2013	<u>+,222.10</u>	4,222.10
	Motor Vehicle Excise – 2012	
Outstanding July 1, 2018	<u>5,129.81</u>	<u>5,129.81</u>
Outstanding June 30, 2019	<u>5,129.81</u>	<u>5,129.81</u>
	Motor Vehicle Excise - 2013	
Outstanding July 1, 2018	<u>6,745.42</u>	<u>6,745.42</u>
Payments to Treasurer	626.67	
Outstanding June 30, 2019	<u>6,118.75</u>	<u>6,745.42</u>
	Motor Vehicle Excise – 2014	
Outstanding July 1, 2018	<u>6,360.12</u>	<u>6,360.12</u>
Payments to Treasurer	849.49	<u></u>
Outstanding June 30, 2019	<u>5,510.63</u>	<u>6,360.12</u>
3		
	Motor Vehicle Excise – 2015	
Outstanding July 1, 2018	<u>8,641.07</u>	<u>8,641.07</u>
Payments to Treasurer	2,571.05	
Outstanding June 30, 2019	<u>6,070.02</u>	<u>8,641.07</u>
	Motor Vehicle Excise – 2016	
Outstanding July 1, 2018	11,492.57	
Refunded	<u>3,743.82</u>	<u>15,236.39</u>
Payments to Treasurer	3,070.06	15,250.55
Abated	3,696.21	
Outstanding June 30, 2019	<u>8,470.12</u>	<u>15,236.39</u>
	<u>0,</u>	13/200.00
	Motor Vehicle Excise – 2017	
Outstanding July 1, 2018	26,407.14	
Refunded	<u>2,583.05</u>	<u>28,990.19</u>
Payments to Treasurer	16,178.77	
Abated	2,841.88	
Outstanding June 30, 2019	<u>9,969.54</u>	<u>28,990.19</u>

Motor Vehicle Excise - 2018

Outstanding July 1, 2018	199,415.86	
Committed per Warrant	333,116.36	
Refunded	29,416.65	<u>561,948.87</u>
Payments to Treasurer	485,182.78	<u></u>
Abated	33,521.21	
		561 0 40 07
Outstanding June 30, 2019	<u>43,244.88</u>	<u>561,948.87</u>
	Motor Vehicle Excise - 2019	
Committed per Warrant	2,719,348.78	
Refunded	<u>25,652.65</u>	<u>2,745,001.43</u>
		2,745,001.45
Payments to Treasurer	2,414,342.92	
Abated	48,410.02	
Outstanding June 30, 2019	<u>282,248.49</u>	<u>2,745,001.43</u>
	Personal Property Tax – Old Years	
Outstanding July 1, 2018	16,149.93	16,149.93
. .	0.00	10,149.95
Payments to Treasurer		16 1 40 00
Outstanding June 30, 2019	16,149.93	16,149.93
	Personal Property Tax - 2017	
Outstanding July 1, 2018	8,556.35	
Refunded	<u>24.00</u>	<u>8,580.35</u>
	3,889.00	<u>0,500.55</u>
Payments to Treasurer		0 500 35
Outstanding June 30, 2019	<u>4,691.35</u>	<u>8,580.35</u>
	Personal Property Tax - 2018	
Outstanding July 1, 2018	<u>11,167.66</u>	<u>11,167.66</u>
Payments to Treasurer	2,275.76	<u>,</u>
Outstanding June 30, 2019	<u>8,891.90</u>	<u>11,167.66</u>
Sutstanding June 30, 2019	0,091.90	<u>11,107.00</u>
	Personal Property Tax - 2019	
Committed per Warrant	634,680.80	
Refunded	<u>3,384.18</u>	<u>638,064.98</u>
Payments to Treasurer	626,231.72	
Abated	180.78	
Outstanding June 30, 2019	11,652.48	<u>638,064.98</u>
Sustaining func 50, 2015	11,052.40	030,004.90
	Farm Animal – 2008-2011	
Outstanding July 1, 2018	<u>1,095.06</u>	<u>1,095.06</u>
Payments to Treasurer	0.00	
Outstanding June 30, 2019	<u>1,095.06</u>	<u>1,095.06</u>
	Real Estate Tax - 2018	
Outstanding July 1, 2018	221,753.67	
Refunded	<u>1,540.87</u>	<u>223,294.54</u>
Payments to Treasurer	200,114.37	
Abated	1,540.87	
Transferred to Tax Title	<u>21,639.30</u>	<u>223,294.54</u>
		<u></u>

Committed per Warrant Refunded Payments to Treasurer Abated	Real Estate Tax - 2019 40,568,810.22 <u>109,752.94</u> 40,153,425.00 103,055.95	<u>40,678,563.16</u>
Transferred to Tax Title Outstanding June 30, 2019	143,488.41 <u>278,593.80</u>	40,678,563.16
	Sewer Assessment 2018	
Outstanding July 1, 2018 Payments to Treasurer	<u>2,424.23</u> 1,769.23	<u>2,424.23</u>
Transferred to Tax Title	<u>655.00</u>	<u>2,424.23</u>
	Sewer Assessment - 2019	
Committed per Warrant Payments to Treasurer	<u>227,750.60</u> 224,112.60	<u>227,750.60</u>
Transferred to Tax Title Outstanding June 30, 2019	1,572.00 <u>2,066.00</u>	<u>227,750.60</u>
	Connection Loans – 2018	
Outstanding July 1, 2018	<u>280.00</u>	<u>280.00</u>
Payments to Treasurer Transferred to Tax Title	200.00 <u>80.00</u>	<u>280.00</u>
	Connection Loans - 2019	
Committed per Warrant Payments to Treasurer	<u>40,147.34</u> 39,787.34	<u>40,147.34</u>
Transferred to Tax Title Outstanding June 30, 2019	80.00 <u>280.00</u>	<u>40,147.34</u>
	Interest & Expense Liens 2018	
Outstanding July 1, 2018	550.00	<u>550.00</u>
Payments to Treasurer	<u>550.00</u>	<u>550.00</u>
	Interest & Expense Liens - 2019	
Committed per Warrant	<u>10,700.00</u>	<u>10,700.00</u>
Payments to Treasurer Transferred to Tax Title	10,150.00 <u>550.00</u>	<u>10,700.00</u>
	Light Liens – 2018	
Committed per Warrant Payments to Treasurer	<u>844.71</u> 626.78	<u>844.71</u>
Transferred to Tax Title	<u>217.93</u>	<u>844.71</u>

	Water Liens & Water Lien Charges – 20	18
Outstanding July 1, 2018	<u>654.60</u>	<u>654.60</u>
Payments to Treasurer	<u>654.60</u>	<u>654.60</u>
2		
	Water Liens & Charges - 2019	
Committed per Warrant	<u>2,254.84</u>	<u>2,254.84</u>
Payments to Treasurer	1,344.99	
Transferred to Tax Title	61.87	
Outstanding June 30, 2019	<u>847.98</u>	<u>2,254.84</u>
	Trash Liens - 2018	
		17.05
Outstanding July 1, 2018	<u>17.25</u>	<u>17.25</u>
Payments to Treasurer	<u>17.25</u>	<u>17.25</u>
	Trash Liens - 2019	
Committed per Warrant	748.67	748.67
Payments to Treasurer	509.42	
Transferred to Tax Title	<u>239.25</u>	748.67
	Supplemental Real Estate Taxes - 2018	3
Outstanding July 1, 2018	5,100.70	
Committed per Warrant	<u>12,374.30</u>	<u>17,475.00</u>
Payments to Treasurer	<u>17,475.00</u>	<u>17,475.00</u>
	Supplemental Real Estate Taxes - 2019)
Committed per Warrant	<u>72,391.27</u>	, <u>72,391.27</u>
Payments to Treasurer	63,613.67	12,331.21
Outstanding June 30, 2019	<u>8,777.60</u>	72 201 27
Outstanding June 30, 2019	<u>0,777.00</u>	<u>72,391.27</u>
	Lieu of Taxes – 2019	
Committed per Warrant		<u>73,752.63</u>
Payments to Treasurer		<u>73,752.63</u>
-		

Rosemary Scully, MAA-Principal Assessor (right) James R. Dillon, MAA-Assessor Amy Evanowski, Senior Assessor Clerk (center) Erica Crea, Assessor Clerk/Data Collector (left) Scott Bell-Data Collector



WELCOME TO THE HOLDEN ASSESSORS' 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 20,000 motor vehicle excise records from the Registry of Motor Vehicles, which must be processed and committed to the Tax Collector.

In addition, the function of the Assessor's 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 8,400-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 2020 on November 6, 2019. The Fiscal Year 2020 tax rate for all classes of property is \$17.00 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.



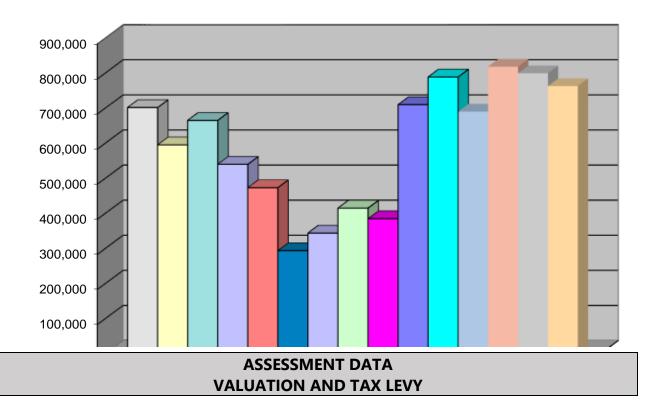
The Assessors' Office is available to offer the best in customer service and information. The staff will attempt to answer a wide variety of questions and issues ranging from abatements to exemptions, from property identification to motor vehicle excise tax issues. Visit www.holdenma.gov or call (508)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

NEW HOUSES BUILT IN 2019

New construction, additions and alterations between July 1, 2018 and June 30, 2019 increased the total value of the Town by more than 34 million dollars.







FISCAL YEAR	ASSESSED VALUATION	TAX LEVY	TAX RATE*
2020	\$2,510,692,390	\$42,681,771	\$17.00
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	FY20	FY19	FY18	FY17
I	RESIDENTIAL	94.32	94.17	93.29	93.94
II	OPEN SPACE	0.00	0.00	0.00	0.00
	COMMERCIAL	3.02	3.17	3.29	3.37
IV	INDUSTRIAL	1.06	1.12	1.16	1.35
V	PERS PROPERTY	1.59	1.54	1.25	1.34

FISCAL YEAR 2020 PROPERTY USE ASSESSMENTS					
CLASS CODE	CLASS TYPE	PARCEL COUNT	TOTAL ASSD. VALUE	% OF TOTAL REAL ESTATE	
101	Single Family	6016	\$2,084,722,200	83.04	
102	Condominiums	742	159,539,700	6.35	
104	Two Family	75	20,616,400	0.82	
105	Three Family	18	5,488,600	0.22	
103, 109	Misc, Multi Dwell	23	9,031,700	0.36	
111-125	4 or More Units	22	37,459,000	1.49	
012-043	Mixed Use	30	27,614,400	1.10	
130-132	Vacant Land	870	29,561,000	1.18	
300-393	Commercial	139	69,633,600	2.77	
400-452	Industrial	24	26,277,700	1.05	
CH 61	Forest Land	22	64,300	0.003	
CH 61A	Agricultural Land	71	460,830	0.02	
CH 61B	Recreational Land	17	191,270	0.01	
500	Personal Property	390	36,359,550	1.72	
TOTALS		8,447	\$2,540,692,390		

PROPOSITION 2 ½ LEVY LIMIT EXPLAINED

"Proposition 2 $\frac{1}{2}$ " 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 FY2020 the levy is not being raised by 2.5%. This results in an excess levy capacity of \$1,415,782.36.

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.

Ne	w Growth	
FY16 FY17 FY18 FY19 FY20	788,910 690,429 818,443 799,653 763,091	

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.



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 windows 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

Statutory Reference

Ch. 80, Sec. 13B Sewer Betterment

agreement, thereby deferring payment.

deferral and recovery

Qualifications

DEFFERRALS

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

Deferral and

Recovery Agreement

Applica

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.



MISSION STATEMENT

The Holden Fire Department is a Public Safety Department dedicated to the protection of lives and property from the perils of fire and other natural and manmade disasters. This is accomplished through mitigation, prevention, public education and training. The Department is committed to provide quality service to all who are in need.

MESSAGE FROM THE CHIEF

I respectfully submit the 2019 Annual Report of the Holden Fire Department. I am extremely proud of the hard work and dedication of the department's operational and administrative personnel. 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 work 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. The following are some of our accomplishments for 2019:

 During 2019, the department has seen many changes to both personnel and operations. The Federal FY18 SAFER



grant in the amount of \$928,818 that was awarded to the department allowed for the hiring of 6 additional career firefighters began on February 11, 2019. The six new members now bring career firefighter staffing to 23 members. The personnel is deployed in four workgroups of 1 shift commander and 4 firefighters with 2 firefighters assigned to an impact day shift schedule 7am to 7pm. The Emergency Management Coordinator/FF-P is assigned a day administrative schedule, but has the ability to assist with staffing and call response. With the augmented staffing, the department was able to staff the Chaffins sub-station with 2 career members during peak periods, 7am-7pm, seven days per week. The opening of the sub-station has allowed us to enhance our response capabilities to town residents in the south end of town and cut response times nearly in

half. With this new staffing configuration, the department is on track to meet the requirements of NFPA 1720 in regards to the number of firefighters on scene of a fire in the first 10 minutes of the event.



- Over the course of the year, the department sent 6 career members and 3 call members to the Massachusetts Firefighting Academy's Firefighter Recruit Programs. The career members attend a 10 week program where they are assigned to the academy for 42 hours per week and upon graduation they return to their duty shift. The call members attend a similar program that spans 4 months and is held 2 evenings and on weekends. Both career and call members graduate with the same training and certifications. Upon their return, all graduates become probationary firefighters for 1 year and continue to enhance the basic skills learned at the academy.
- The department improved our delivery of training to the firefighters. A new training program was instituted where each workgroup conducted specified training on a per shift basis. This increased the total training opportunities for both Fire and EMS to 8 per month, a significant increase from previous years. This allows for our firefighters to continue being proficient in all aspects of their job. Training manikins were purchased for both Fire and EMS training in 2019. The fire training manikins provide a life like size and weight representing adult, child and infants. These allow firefighters to perform search and rescue techniques in low visibility conditions along with drags, carries, rescue over ladders and multiple other skills. Along with the life like size, these manikins can produce a heat signature similar to a person, which allows firefighters to train on search with thermal imaging cameras. The EMS SIM-MAN manikin was purchased out of the Holden Hospital Fund. This cutting edge training tool allows EMT's and Paramedics to do scenario based training simulations. The manikin allows for advanced airway placement, intravenous lines, intra-osseous lines, cardiac rhythm interpretation, 12 lead ECG, defibrillation, and medication administration. It also has features where EMS personnel can take a palpable pulse and auscultate a blood pressure.
- Through our capital replacement program, the department replaced an aging monitor defibrillator used by our Paramedics for cardiac care. The new unit replaces one purchased in 2011 and now brings all of the department ambulances up to today's technology. The department also replaced one of the departments command vehicles, a 2011 Chevrolet Tahoe with many mechanical issues. The new vehicle, a 2018 Chevrolet Tahoe was constructed to hold the equipment used by an Incident Commander along with EMS and fire equipment.
- The department is happy to have received multiple grants throughout the course of 2019. A highlight was the Assistance to Firefighters Grant award from FEMA in the amount of \$46,828. This grant allows for the purchase of 15 sets of firefighter protective equipment. The following is a list of the 2019 grants and amounts received:

GRANT	AMOUNT
FEMA Assistance to Firefighters Grant	\$46,828
FEMA Staffing for Adequate Fire and Emergency Response Grant	\$290,692
MEMA Emergency Management Performance Grant	\$4,600
MEMA Citizen Corp Program Grant	\$3,496
DFS Student Awareness of Fire Education	\$6,954
HHS Ambulance Certified Public Expenditure Program	\$36,007
TOTAL GRANTS RECEIVED 2019	\$388,577

Thank you to Town Manager Peter Lukes, the Board of Selectmen, and the Finance Committee for their continued support of the Holden Fire Department throughout 2019.

As always, thanks to all our dedicated staff at the Holden Fire Department for their hard work that saves lives and property each year in the Town of Holden.

2020 Goals:

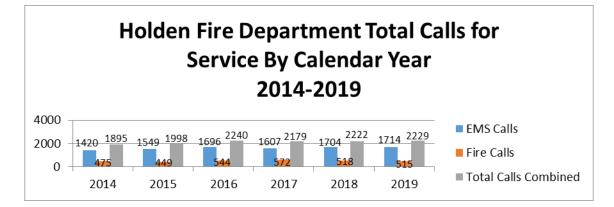
- In 2020, the Fire Department is due for our public protection classification review through the Insurance Services Office (ISO). Through the years, the Department has fared well, rating out in 2017 with a 4/4X. Over the next year, work will continue to try and bolster the Public Protection Classification to a level 3/ 3X. The increased rating would be a great accomplishment for the Department and the Town. The Insurance Services Office rating helps set all home insurance rates, therefore the residents should see a reduction on the cost of insurance policies.
- Over the last few years, both the Fire Department and Holden Police Department have worked to put together protocols for joint responses. Over the next year, the two departments will enter a new phase of training in responding to Active Shooter/ Hostile events. Once completed, this training will enhance response and allow for the department to include area towns in larger training events and inclusive response plans.



PUBLIC SAFETY FIRE DEPARTMENT DEPARTMENT OPERATIONS

While the primary function of the operations division is to respond to emergency and non-emergency calls, personnel also conduct building familiarization walk-throughs, pre-planning activities, training, public education events, vehicle and equipment maintenance, and other routine activities.

In 2019, Holden Fire personnel responded to 2229 calls for emergency services, an increase in call volume from 2018. Over the last 5 years (2014-2019) the department has seen an overall call increase of 17.6% (334 Responses), averaging 3.5% yearly. The Department expects this trend to continue at the current pace or increase due the continued growth in the local economy, both on the residential and commercial markets.



Starting in July of 2019, the Department started staffing station 2 during the hours of 7am-7pm, seven days a week. This staffing plan was aimed to reduce the response times during the busiest hours of the day, particularly to the south districts (Chaffins) of Holden. Data from 2019 shows with the staffing of Station 2 from 7am-7pm, response times have decreased overall on an average of 1 minute and 22 seconds. Response times to the south districts improved by over 3 minutes to 3 minute and 57 seconds. We are pleased with the reduction of response times as every second counts in an emergency.

TREND: RESPONSE TIMES

Year	Dispatch to Arriva (in minutes)				
2013	6.34				
2014	6.04				
2015	6.37				
2016	6.30				
2017	6.60				
2018	6.29				
2019 (Jan-Ju	ne) 5.28				
2019 (July- D	lec) 4.35				

Response times for the fire service are important for two reasons—first, to save lives and second, to reduce the damage to someone's property. An emergency response to the scene can vary depending upon how far the emergency is from the fire station.

Response time starts when crews are alerted by dispatch of an emergency to the time crews arrive at the incident scene.

In 2019, response times were significantly reduced. This was mostly in part to staff at Station 2 7am-7pm **23.89 PERCENT** RESPONSE TIMES REDUCED BY:

Station 2 (Chaffins) - 87 Adams Road Renovations

Station 2 (Chaffins) located at 87 Adams Road was originally built in 1960 with various renovations over the years. For the first time ever, the station would be staffed 7am-7pm, seven days a week. The conditions at the station would not support on-duty personnel. Chief Hall worked up a plan with funds from the operating budget to make improvements to this space. The Department of Public Works- Building and Grounds division were imperative to this project as they completed the work with labor at no cost to the Town. The balance of the renovations was completed by fire department staff and contractors. Some of the improvements included a new HVAC system, build out of a kitchen space, and construction of a PPE storage area with proper ventilation that is isolated from the living quarters.



Apparatus



In 2018, new maintenance and testing programs were implemented. These programs focused more on preventative maintenance rather than repairing items after they break. Although this program may cost more upfront, we believe it will save money down the road by avoiding unexpected costly repairs. Furthermore, our fire apparatus is being sent to the dealerships for repairs more often than in the past due to the highly complex systems contained in these vehicles. The average age of the front line fire apparatus is 12 years old.

Engine 1	2009 Rosenbauer/ Spartan	27,797 Miles/ 2342 Hours		
Engine 2	2017 E-One	10,007 Miles/ 793 Hours		
Engine 3	2005 HME/ Central States	15,978 Miles/1509 Hours		
Engine 4	2009 Rosenbauer/ Spartan	13, 065 Miles/ 1030 Hours		
Tower 1	1998 Sutphen Aerial Tower	15870 Miles/ 2705 Hours		
Ambulance 1	2017 F550 Horton	41716 Miles/ 2930 Hours		
Ambulance 2	2015 F550 Horton	88,486 Miles/ 5541 Hours		
Ambulance 3*	2012 International 4300	92,847 Miles/ 5502 Hours		
Forestry 1	2014 F450	1910 Miles		
Forestry 2	1986 Harsco 5 Ton	10503 Miles		
Car 1 (Fire Chief)**	2019 Chevy Tahoe	3081 Miles		
Car 2 (Deputy Chief)	2013 Chevy Tahoe	56663 Miles		
Car 3 (Shift Officer)	2015 Chevy Tahoe	66059 Miles		
Car 4 (EM/ Academy)	2008 Ford Explorer	99,046 Miles		
Squad 2	2012 F350 P/U with plow	27,532 Miles		

* scheduled to be replaced FY21 Budget/ ** replaced FY20 Budget

Massachusetts Hazardous Materials Emergency Response Division (HazMat)



The Holden Fire Department continues to support two hazardous materials technicians on the District 6 State Team. The State HazMat teams respond to incidents both in our district and across the state. Having these members as a part of the teams brings a higher level of training and experience that will improve both the district team and our local Department. The HazMat techs are also responsible for maintaining chemical inventories and coordinating local responses in Holden. The members are expected to complete monthly trainings in addition to maintaining required certifications. In 2019, Holden HazMat Technicians responded to 14 incidents throughout the district.

District 8 Technical Rescue/Dive Team



The Holden Fire Department is part of the Mid State Technical Rescue Team; consisting of members from Fire Departments across northern central Massachusetts. The team consists of highly trained firefighters that respond to incidents that are typically outside the abilities, both in training and equipment, of most fire departments. The team conducts monthly training, for both dive rescue and the technical rescue groups. All members are required to attend a certain amount of drill hours per year to maintain their skill sets. Some of the trainings conducted in 2019 included swift water rescue, tower rescue, wide area search, structural collapse, and heavy vehicle rescue.











2019 MIDSTATE TECH TEAM RESPONSES

Team	Incident Type	Location
Tech Team	Large Animal Rescue	Ashby
Tech Team	High Angle/ Carry Out	Princeton (Wachusett Mnt.)
Dive Team	Missing Swimmer	Harvard
Dive Team	Body Recovery	Berlin
Tech Team	High Angle/ Tree Rescue	Leominster
Tech Team	Large Animal Rescue	Westminster

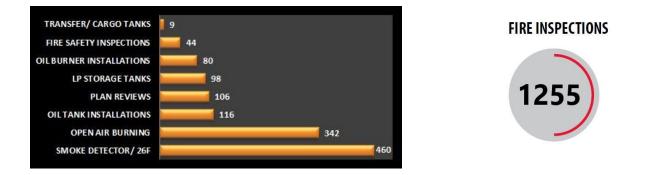


PUBLIC SAFETY FIRE DEPARTMENT FIRE PREVENTION

THE FIRE PREVENTION DIVISION PROVIDES A FULL RANGE OF SERVICES TO PROTECT OUR CITIZENS, VISITORS TO OUR COMMUNITY, AND EMPLOYEES OF OUR LOCAL BUSINESS AGAINST THE LOSS OF LIFE AND PROPERTY THROUGH EFFECTIVE AND INNOVATIVE PUBLIC SAFETY SERVICES. THE DIVISION APPLIES A PROACTIVE/ EDUCATIONAL APPROACH TO FIRE PREVENTION AND ENCOURAGES ALL TO PRACTICE SAFETY THROUGHOUT THE DAY...EVERYDAY.

In 2019, the Fire Prevention Division continued to focus on providing plan review, inspections, and investigations aimed at ensuring a fire-safe community. As the local economy continued to grow in 2019, plan review and construction activity remained steady throughout the town. Residential development out-performed commercial overall, however commercial development saw a significant increase from previous years.

Plan review projects ranged from large commercial projects to small tenant improvements; from single family dwellings to multi-unit apartment complexes. Some of the projects reviewed included the renovation of a large 92,000 square foot commercial warehouse, construction of 2 residential subdivisions, and the construction of several new commercial structures. In addition, the Fire Prevention division reviewed over one hundred residential projects that included both significant remodels and new construction.



As laws, codes, and ordinances are continually changing, the fire prevention staff must maintain training and current certifications to meet the qualifications of their positions. This year, 4 members completed their Fire Prevention Officer 1 certification. This 80 hour training teaches the skills to conduct inspections, interpretation of codes, and best fire prevention practices. The Deputy Chief also completed the Fire Prevention Officer II certification, a course that focuses on plan/ construction review and management of the local fire prevention programs.



Capt. Josh Poznanski Lt. Charles Borowy Lt. Andrew Miller FF Chris Montiverdi



Deputy Sean Smith

The Fire Prevention Division has 2 certified advanced fire investigators. The investigators work closely with the Holden Police Detective Bureau and the Department of Fire Services Fire and Explosion Investigation Section. In 2019, investigators conducted 5 investigations, ranging from outside fires to large loss building fires.





EMERGENCY MEDICAL SERVICES

THE EMS DIVISION PROVIDES CLINICAL DIRECETION, MEDICAL OVERSIGHT AND SUPORT FOR THE DEPARTMENTS EMS OPERATIONS. EMS PERFORMANCE IS ANALYZED THROUGH A QUALITY IMPROVEMENT (QI) PROGRAM. THE EMS COORDINATOR WORKS WITH THE TRAINING DIVISION TO COORDINATE AND DELIVER EMS-RELATED EDUCATION AND TRAINING.

The Holden Fire Department operates three class I ambulances at the Paramedic Level. This is accomplished, in large part, by training and retention of a group of experienced EMT-Basics and EMT-Paramedics. Operating a Paramedic level service allows our residents and visitors access to the best pre-hospital care available. Paramedics are trained to bring many of the same interventions available in the hospital to the patient's side. This includes cardiac monitoring, 12 Lead ECG, intravenous drug administration, pain management, and a variety of airway management tools. Clinical support is provided by UMass Medical Physicians in conjunction with department level oversight by EMS Coordinator/Paramedic Ethan Naiman.

2019 proved to be another busy year for our EMS Service –responding to 1,718 requests for EMS assistance. Of the 1,324 ambulance transports performed by our EMS service, 89.46% of them received paramedic level assessment and/or interventions.

	JAN '19	FEB '19	MAR '19	APR '19	MAY '19	JUN '19	JUL '19	AUG '19	SEP '19	OCT '19	NOV '19	DEC '19	TOTAL 2019
ASSIST, PUBLIC	0	2	1	2	0	0	1	1	0	1	2	8	18
CANCELLED	5	3	0	1	3	1	1	4	4	2	3	5	32
NO TRANSPORT	1	1	0	1	1	1	2	0	0	1	0	0	8
TRANSPORTED	105	121	108	94	101	94	113	105	100	116	126	141	1324
TREATMENT													
WITH NO													
TRANSPORT	36	19	21	21	30	44	28	30	25	34	24	24	336
TOTAL	147	146	130	119	135	140	145	140	129	154	155	178	1718



In addition to responding to requests for EMS service from residents and visitors to the Town of Holden, our ambulance has also responded to requests for service from Hubbardston, Rutland, Sterling, Oakham, Barre, Paxton, Princeton, West Boylston, and Worcester. Our ambulance service also provided ambulance coverage at special events throughout town, which included the deployment of an EMS Bike team at Holden Days.



Amongst the vast array of calls for service where our providers have made a positive impact, a few deserve special acknowledgement. This year, Paramedics identified 8 Myocardial Infarctions (more commonly known as a Heart Attack) in the field, alerting the hospital and the Cath Lab, resulting in faster treatment and positive outcomes for all eight of the individuals. Also earlier this year, our Providers, along with Holden Police were dispatched to a residence for an unresponsive patient, who had no pulse and was not breathing. Because of the quick actions of both the Holden Fire Department EMS providers and the Holden Police Officers, the patient made a full recovery and later returned home. However, one of the most exciting moments for the department in 2019 was

having the opportunity to recognize two youths who assisted a family member during a medical emergency, calling 911, and providing palliative care until help arrived. For their efforts, they were issued a "Community Service Award" by the Department and an opportunity to meet with the EMS Providers who responded.



Many of our successes would not be possible without the proper equipment. We take pride in being able to offer some of the best equipment available to help make our providers successful. In 2019 we have continued to update some of



our equipment to the most state-of-the-art available. This includes new glucometers, new laryngoscopes, a new cardiac monitor, and updates and preventive maintenance to other equipment. The department also added a third Transport Ventilator to its array of equipment. The Holden Fire Department is one of the only Fire Departments to be trained to operate, and carry, transport ventilators for ventilator dependent patients. As the Fire Department frequently responds to a facility with this specific population, this piece of equipment has proved invaluable.

The Fire Department's EMS Service provides training for its members through monthly training, while also working to provide community outreach opportunities. Our department members have provided community CPR and First Aid instruction to town officials, schools, and other interested parties. We anticipate building upon this community initiative to be able to offer more community CPR classes to individuals in 2020. Our EMS service also boasts two high-fidelity simulation mannequins that assist in training, remediation, and skill retention of our providers. We remain committed to finding ways to continue to grow our simulation program, and use realistic scenarios to ensure our providers are ready to provide the best care to our customers.

PUBLIC SAFETY FIRE DEPARTMENT TRAINING DIVISION

HOLDEN FIREFIGHTERS MAINTAIN AND IMPROVE THEIR SKILLS AND ABILITIES THROUGH ONGOING TRAINING OVERSEEN BY THE DEPARTMENTS TRAINING OFFICER. ALL CAREER AND CALL PERSONNEL MUST UNDERGO ANNUAL FIREFIGHTING, RESCUE, AND EMERGENCY MEDICAL TRAINING.

Training and education is essential for maintaining and improving critical firefighting, rescue and medical skills. Training provides an opportunity to update members on new standards and industry "best practices." Training allows firefighters to become familiar with equipment and procedures while working effectively and efficiently.

Firefighters receive training on a wide range of topics and skill from the most commonly used skills to the most complex rescues. Crews practice for structure fires, vehicle accidents, medical emergencies, high angle rescues, and hazardous materials incidents just to name a few. The training coordinator is responsible for assessing training needs, developing a training calendar and curriculum, coordinating the delivery of instruction for the specialized training programs. Career firefighters receive most of their training while on-duty, while evening and weekend trainings are generally geared toward the call firefighter force.

The Training Division was very active in 2019 offering curriculum from back to the basic concepts to



specialized trainings. One of the most significant projects for 2019 was a full scale live burn exercise that was run in conjunction with the Rutland Fire Department. This joint training effort was the first time our departments have taken part in a training of this magnitude. Combined training with our mutual aid partners allows for a greater knowledge of what each department's capabilities are.



2019 Training Topics

Ground Ladders	Knots/ Ropes Review	SCBA- Donning/ Doffing				
Ice Rescue	Vent Enter Search (VES)	Ground Ladders				
Hydrant/ Water Supply Ops	Basic Search- Small Area	Pump/ Hydraulics				
Drafting/ Water Supply	Off Road Operations/ UTV	Tower Training				
Tech Rescue Review	High Point Rescue	Air Bag/ Rescue Struts				
Vehicle Extrication	Engine Company Hose Advancement	High Rise Pack Deployment				
Drags and Carries	Master Stream/ Blitz Gun Ops	Gas Meters/ Air Monitoring				
Open Water/ Swift Water Rescue	Thermal Imager/ Search (TIC)	HazMat Review				

In 2019, the Department was able to send 2 members to an intense 24 hour Heavy Vehicle Extrication class held at the Connecticut Fire Academy. This program was paid for through a grant received from the Central Massachusetts Homeland Security Council.



PUBLIC SAFETY FIRE DEPARTMENT EMEGENCY MANAGEMENT

Emergency Management ensures that the town is prepared to withstand, respond to and recovery from both natural and man-made disasters and emergencies. This is accomplished through coordinating the development of multi-departmental response and recovery plans as well as enhancing community resilience through community-level preparedness, education and training.

Emergency Management planning in Holden is overseen by the town's Fire Chief, who is also the Emergency Management Director. Within the Fire Department, the Emergency Management Coordinator carries out the coordination, planning and training aspects of emergency management for the town and is assisted by members of Holden CERT.

Our Community Emergency Response Team (CERT) is comprised of volunteers who help during emergencies. Each member of our CERT team has completed a 20 hour, 9 module basic training program that spans over the course of several months. The basic training program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Holden CERT currently has 22 active members with 7 new members that have joined the team during 2019. Holden CERT members have logged over 1,000 volunteer hours for the town this past year. Some of their activities this year have included:

Assisting the town with setting up and staffing a cooling center during the excessive heat this area experienced on July 20th and 21st.

- Participation in a shelter operations drill on August 3rd.
- Staffed a preparedness education table for Holden Days and at the Fire Department open house.
- Provided preparedness education sessions to residents at Colony Retirement and Checkerberry Village during the month of September.
- Assisted with preparing shelter operations for a predicted ice storm on December 29th and 30th.





During 2019, Emergency Management focused on three main planning goals; updating the town's sheltering plan, which included a sheltering exercise held at Mountview Middle School in early August, working closely with the Wachusett School District and the surrounding towns to develop an all hazards school response plan, and enhancing the town's capabilities in treating injured victims with major hemorrhaging.

Two fire department personnel became registered instructors for the American College of Surgeons' "Stop the Bleed" program. This program teaches lay persons how to recognize and treat individuals suffering from major bleeding through the use of direct pressure, pressure bandages, and proper tourniquet placement. Since the springtime, "Stop the Bleed"





courses were held in the Wachusett Regional School District and several town departments. To date, over 70 individuals in town have been trained in bleeding control techniques. In addition to the training, bleeding control kits were purchased using emergency management funding and were installed in every town run public building ensuring the proper bleeding control equipment was available and easily assessable.

In addition to local planning, Holden's Emergency Management also coordinates all the planning activities for a regional Emergency Planning Committee; **The South Wachusett Regional Emergency Planning Committee**

(SWREPC). This regional planning committee, which is made up of the towns of Boylston, Holden, Sterling, and West Boylston, is 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.

PUBLIC SAFETY FIRE DEPARTMENT PUBLIC EDUCATION

HOLDEN FIRE DEPARTMENT PROVIDES NUMEROUS PUBLIC EDUCATION PROGRAMS DESIGNED TO HELP KEEP CHILDREN AND ADULTS SAFE FROM FIRE AND OTHER HAZARDS.

The driving force behind the public education division is to reduce the risk of injuries and death from fires, drowning, medical emergencies, and other preventable causes. The Holden Fire Department has a longstanding presence in our local schools by sending personnel to teach age-appropriate lessons on fire prevention, smoke detectors, exit plans, carbon monoxide poisoning, and chemical poisoning. Outreach consists of both assembly and classroom-based sessions in all of our schools.

The Department of Fire Services awarded the Holden Fire Department \$6,954 for fire safety programs. A total of \$4354.00 was allocated to School SAFE and the remaining \$2600.00 was allocated to Senior SAFE.



The senior SAFE program supports fire and life safety education for senior citizens. This program is run in conjunction with the Senior Center/ Elder Services. In 2019, the smoke and carbon monoxide program was able to distribute 68 detectors to 27 senior households. About 1/3 of these detectors were also installed by Fire Department personnel. Working with outreach worker from the Senior Center, the department was able to install unique smoke and carbon monoxide detection for a hearing impaired resident. This installation included unique notification devices that were wired at no cost through a donation from a local electrical contractor.







In November, the Department sponsored a "Surviving a Fire Seminar." This program outlined general fire safety tips, residential code requirements, and suggestions for improving overall fire safety.



PUBLIC SAFETY POLICE DEPARTMENT POLICE CHIEF'S REPORT

David A. Armstrong – Police Chief (Retired) Timothy J. Sherblom (Appointed January 2020) Marie Carlson – Department Secretary (Retired) Johanna Adams – Department Administrator

I would like to start off by saying how honored and humbled I am to be selected as the new Police Chief for the Town of Holden. I grew up in town, went to school here, and have deep roots in the community. The public safety of this town is, and will continue to be, my top priority. I would like to congratulate Chief Dave Armstrong on his retirement after 34 years of service to the town. I would also like to congratulate Officer Michael Braley on his retirement. Their knowledge, experience, and counsel will be sorely missed.

Since taking over the Holden Police Department, I have reorganized the department into two distinct divisions. This eliminates duplication of effort and increases efficiency in the delivery of service. The Administrative division consists of a Lieutenant, Regional Dispatch Center, Animal Control, and civilian support staff. The Operations division consists of a Lieutenant, Patrol Sergeants, Detectives, and Patrol Officers. In addition to providing first line supervision in the field, the Sergeants have all been assigned new areas of responsibility including elder affairs, school liaison positions, traffic safety, and many more. A brief description of their duties will be provided below.

I am excited to announce that we have four new officers slated to begin academy training in the next few weeks. They will provide a significant boost to our department so that we can continue to provide the highest level of service possible to the Town of Holden. Over the past few years, increases in calls for

service, population expansion, and traffic volume have put a strain on our resources; these new officers will help to mitigate some of that.

I plan to be a visible Police Chief and active in the community. Please call or approach me with any questions you may have about the Holden Police Department or public safety in general. I enjoy talking about the men and women that work for me and I consider myself the luckiest Police Chief in the country to have such a well-trained and dedicated staff!

Timothy J. Sherblom Chief of Police Holden Police Department



Town of Holden Police Department Honor Guard marching at the Memorial Day Parade

HOLDEN POLICE DEPARTMENT ADMINISTRATIVE DIVISION

As the Executive Officer to the Chief's Office my duties and responsibilities lay within the administrative functions of the police department. These responsibilities include the management of the certification/ accreditation team, the oversight and administration of the Wachusett Regional Emergency Communications Center, internal affairs investigations, oversight of animal control, and the writing of federal, state and private grants. I am also responsible for the review and updating of the department's policies, procedures, rules and regulations as well as the training of department personnel and the development of a departmental personnel evaluation system.

The certification team has worked diligently to maintain the status of the Holden Police Department as a certified organization since 2003. The department has consistently met the standards set forth by the Massachusetts Police Accreditation Commission. What this means is that our agency agrees to be assessed on a regular basis by a group of objective assessors who have been appointed by the commission. These assessors work with our certification team in order to confirm compliance with professional standards that are deemed as best practices to be followed administratively and operationally by the department. Agencies that are committed to certification agree to correct any deficiencies that may be discovered during the assessment process in order to maintain compliance. It is through this process that the department communicates to the Town that our agency is committed to professional excellence within the work place and for our community.

Another important responsibility of the administrative division is the searching for and writing of grants. Most of the grants the department is awarded come from the state and federal government. These grants are used to fund various projects and trainings within the department, which in turn has a direct impact on the community. This past year, the department was awarded a technology grant which was utilized to augment security for our schools. This year we will be looking to secure a grant which will allow us to implement the motor vehicle automated citation and crash system. This will allow our officers the ability to write out citations and crash reports and then have them automatically uploaded to the state, all while being able to stay on the road in their cruiser. The department is constantly striving to apply for grants that will help improve upon the safety of our community.

The Regional Communications Center and Animal Control fall within the Administrative Lieutenant's scope of control. A brief description of those sections will follow.

Christopher K. Noyes Administrative Lieutenant-Holden Police Department



Wachusett Regional Emergency Communications Center

The Wachusett Regional Emergency Communications Center is located in the Holden Public Safety Building at 1370 Main St., Holden, MA. The communications center is comprised of eleven full time emergency tele-communicators and serves the Wachusett region. This includes the towns of Princeton, West Boylston and Holden, with Paxton soon to be joining in the summer of 2020. The center handles all emergency calls and radio communications for each member town which includes police, fire and ems. The center is also responsible for all after-hours municipal calls for service which include DPW and light department calls.

In 2019 the RECC fielded approximately 40,000 calls for service, with an average of 4,000 calls for Fire and EMS. Aside from call taking and radio communications, dispatch duties also include monitoring security cameras and door systems for each participating communities' police and fire departments. They are also responsible for monitoring prisoners, handling walk-in calls, filling police details, filling harassment and restraining orders, and monitoring the emergency alert system for the high schools.

This year the RECC received a state 911 training grant in the amount of \$30,000 for emergency communicator training. Now that we will be dispatching for four communities, we are revamping our policies and training system so that we can continue deliver the best possible emergency communications services to our member communities.

Jocelyn LaPlante Dispatch Supervisor-Holden Police Department

Holden Animal Control

In 2019 the department promoted part time animal control officer Thomas Walsh to full time status.

The office of animal control and protection was created to serve the citizens of Holden, in conjunction with law enforcement, Massachusetts Wildlife, the Department of Agriculture and the Humane Society. Responsibilities include the administrative aspects of the animal control department, and constant monitoring of lost



Thomas Walsh Animal Control Officer

and found pets and reuniting them with their families. Other responsibilities include the licensing of dogs with the town clerk's office, quarantine when



necessary, handling nuisance animal complaints, and the inspection of barns and livestock. Holden Animal Control also patrols the town's parks, forests and cemeteries, actively engaging in enforcement of the town's bylaws as they pertain to animals. In 2019 the Town licensed 3,040 dogs. There are also 3 active kennels in Town.

HOLDEN POLICE DEPARTMENT OPERATIONS DIVISION

The Operations Lieutenant oversees the various components of the Police Department and reports directly to the Police Chief. Police operations are the backbone of any police department; the various operational components are crucial to ensuring the primary mission of the department is accomplished. Operations within the Holden Police Department include - but are not limited to - the supervision of police personnel, field training, criminal case management and investigations, specialized training, critical incident planning and response, traffic safety and enforcement, coordination of regional support elements, oversite of court documentation, building security, strategic deployment of resources, disaster preparedness, and the management of police computer systems and technology.

The Holden Police Department currently includes three Sergeants, with the intention to fill a vacancy for a fourth sergeant early in 2020. The sergeants report directly to the Operations Lieutenant and are responsible for the supervision of all patrolmen. Sergeants also assist in managing specialty positions throughout the department.

The Holden Police detectives also report directly to the Operations Lieutenant. As head of Criminal Investigations, the Operations Lieutenant may, at times, actively work or assist in prosecution of criminal cases. Generally, cases that involve extensive follow-up, sensitive information, outside resources, or a multi-jurisdictional response are handled by detectives.

In addition to their most important job, supervising officers in the field, each Sergeant has specialty duties that they perform for the Department. A brief description of those duties will follow.

Adam J. Porcaro Operations Lieutenant-Holden Police Department

Sergeant-Day Shift

As the Sergeant assigned to the day shift, one of my responsibilities is to ensure that our officers take advantage of every opportunity to keep our roads safe. Through proactive traffic enforcement, we increase the safety of the community through education and enforcement.

We have seen a steady increase in the amount of vehicle traffic coming through Holden which is the result of continued population expansion in the area. In addition, technology has progressed to the point where distracted driving has become more prevalent than ever.

Holden Police Officers issued 1008 citations in 2019. These citations are given for a wide variety of traffic offenses ranging from speeding to red light violations to faulty equipment. To help us identify where some of our safety problems are, we rely on drivers to request enforcement at particular locations which are of concern to them, via our Traffic Enforcement Request Form. This tool is a popular website destination for residents and an effective communications bridge to your police department. Some examples of the type of enforcement requested are radar, crosswalk observation, school bus stop enforcement, and stop sign violations. To access the Traffic Enforcement Request Form, visit and click on <u>www.holdenpd.com</u> and click on "Traffic Safety".

Of course, the ultimate goal of all of our safety initiatives both on and off the street is to prevent accidents and injury. Unfortunately, increased volume and traffic pattern changes work against us as we strive daily to reduce accident occurrences. In 2019, the Holden Police Department responded to 236 accidents, down slightly from 2018. Many of these accidents occur upon the afternoon release of students from the high school. Fortunately, most of these are relatively minor rear-end crashes, but the distraction that causes them could lead to far more serious consequences if not kept in check. Please remind your teens to ignore their phones and other devices when driving, and set a good example by doing the same yourself.

HPD continues to be vigilant about stopping and evaluating motor vehicle operators who appear to be intoxicated. We made 9 arrests for driving under the influence in 2019, so hopefully increased awareness is decreasing this most dangerous situation. For these efforts especially, we appreciate your call to the station if you observe reckless or erratic operation. Obtain the license plate number if you can safely do so, and call us right away with a location. Calls like these from drivers like you can lead to an arrest which could prevent a serious accident.

As we begin a new decade, I personally wish to thank the residents of Holden for their continued support of the Holden Police Department and our traffic enforcement efforts, and extend to you best wishes for a very safe new year.

Richard E. Horrigan Sergeant-Holden Police Department

Sergeant - Split Shift

In addition to supervising officers in the field during the split shift, which consists of two day shifts and two evening shifts, I have the following specialty duties as well;

- Firearms Training Unit The Firearms training Unit is responsible for training officers in the use and safe handling of their handguns, patrol rifles and shotguns. The firearms training unit has recently purchased Simunition conversion kits for our handguns. These kits allow HPD officers to train with their duty firearm, in a force on force training scenario, without getting hurt. HPD also has conversion kits for the Patrol Rifles. These kits allow HPD to train in decision making and tactics year round. In addition to yearly qualifications, we hope to provide training sessions every 2 to three months.
- CEMLEC The CEMLEC SWAT team consists of over 45 member communities. We have negotiators, medics, and snipers, as well as entry personnel. We respond to a variety of situations including but not limited to hostage situations, high risk warrant service, tactical searches for wanted persons, as well as for persons that are missing or endangered. CEMLEC not only consists of a SWAT team, but also an accident reconstruction unit and motorcycle unit. CEMLEC started as a regional SWAT team that would be based on mutual aid agreements between the participating towns. They would be able to provide specialized services and manpower to towns that didn't have the manpower or the training that are necessary in certain situations. One of the many benefits of being a member of CEMLEC is that the Chief of Police remains in control of any incident or event in his/her jurisdiction.
- Field Training Unit The field training unit is responsible for training new officers once they have graduated from the Municipal Police Academy, or upon a lateral transfer from another department. The new officer is observed by Field Training Officers for at least thirty shifts to

ensure that they understand what is expected of them at HPD. They must know the Policies and Procedures and the Rules and Regulations of the department as well as become familiar with the computer systems that we use. New Officers are critiqued on their performance in the field, answering calls for service, familiarity with the Town of Holden, command presence and multiple other areas of Police work.

Ray A. Sherbourne Sergeant-Holden Police Department

Sergeant - Evening Shift

In 2020, the Holden Police Department will be implementing two programs, a school liaison officer program and an elder affairs program. The purpose of these programs is to further our community outreach to those populations that are sometimes overlooked in day to day police operations.

The premise of the school liaison position is to have a more direct connection between the individual schools and the police department. Each elementary school, as well as the middle school, will have an officer assigned to them. The officer will keep in touch with the school principal, as well as attending school sponsored events, i.e. community reading day. The officer will also do occasional school walkthroughs, stopping and talking to classes and teachers during the school day. The high school will continue to have a full-time school resource officer on site during school hours.



Gregg Sculthorpe Sworn in as Sergeant with his family, Selectmen and Town Manager

The premise of the elder affairs program is to reach out more directly to the elderly population, and provide them with more access to police services. An officer will be assigned to coordinate with the senior center, as well as the two senior retirement communities (Checkerberry Village and Colony Retirement), and meet with them on a regular basis, giving the residents an opportunity to speak to an officer regarding their concerns, both individually and as a community. The officer will also be available to speak to these groups about issues affecting them such as scams targeting the elderly.

Gregg B. Sculthorpe Sergeant-Holden Police Department

Sergeant - Mid Shift

The Sergeant assigned to 11pm-7am shift is in charge of providing police service to the Town of Holden during these hours. One of the most important duties is ensuring patrol officers are performing business checks as way to protect and secure business owner's property. Officers are required to perform multiple business checks during the course of their shift and we believe it continues to be a great crime deterrent.

The midnight shift Sergeant is also responsible for building and fleet upkeep. We understand that the tax payers have provided us with the best possible building and cruiser fleet. We consider it our duty to take the best possible care of what we have been given. That being said, building checks are conducted every day and night to ensure everything is being maintained like it should.

Finally, the mid shift Sergeant is responsible for ensuring patrol officers are spending time in different neighborhoods during the hours when people are most vulnerable. We are always diligent with our crime prevention efforts and the public should sleep well knowing that we are always on the lookout for suspicious activity or behavior.

The Officers of the Midnight Shift Holden Police Department

DEPARTMENT OF PLANNING AND DEVELOPMENT PLANNING – BUILDING INSPECTION – ZONING – CONSERVATION – HEALTH – MASTER PLAN – TRASH & RECYCLING

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 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 PLANNING BOARD

Pamela Harding, Director

PLANNING BOARD MEMBERS

John Michalak – Chair Robert Ricker – Vice Chair Otto Lies Scott Carlson Jacquie Baum (Resigned July 2019) Nancy Kielinen (Appointed 9/11/19)

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.

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 but also worked on finalizing a rewrite of the Subdivision Control Regulations, the new Subdivision Control Regulations incorporate updated design standards for roadway construction and utility installation which will greatly improve environmental impacts by the narrowing of roadway width and promote greater pedestrian connectivity with sidewalk connection.

DEPARTMENT OF PLANNING AND DEVELOPMENT PLANNING BOARD

APPROVAL NOT REQUIRED

In 2019, the Planning Board reviewed seventeen 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.

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 reviewed one preliminary subdivision in 2019 referred to as Pine Tree Estates containing 37 lots and 106 units. The Planning Board denied the preliminary subdivision plan, the applicant chose to proceed with a definitive filing in late 2019.

DEFINITIVE SUBDIVISIONS

In 2019 the Planning Board continued their review of the definitive subdivision plan for Pine Tree Estates consisting of 101 units. The public hearing was continued into 2020

The Planning Board also issued an Extension of Time for the approval of Parsons Rest, a 6 lot subdivision located off Salisbury Street.

STREET ACCEPTANCE

The acceptance of roadways indicates all conditions of approval have been satisfactorily completed and the roadways were constructed to Town standards. There were no roadways accepted in 2019.

SUBDIVISION	DATE APPROVED	# OF LOTS	HOMES BUILT	ACRES
Oak Hill Subdivision	10/8/2013	55	51	84
Wachusett Valley Estates	2/9/2016	36	36	47.9
Parsons Rest	11/29/2016	6	6	10.6
Torrey Lane Extension	6/12/2017	4 (8units)	8	3.56
Danielle Lane	7/17/18	8	8	11.96
Greenwood Estates	9/2018	87	0	62.63

ACTIVE SUBDIVISIONS

DEPARTMENT OF PLANNING AND DEVELOPMENT PLANNING BOARD

SPECIAL PERMIT/SITE PLAN REVIEW

The Planning Board held two 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.

The construction of a new restaurant was approved at 661 Main Street referred to as Quinn's 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 Town meeting to pass. In 2019 the Planning Board conducted a public hearing on a citizen petition to allow a special permit application for lot mergers created by a 2000 zone change. This citizen petition receive unanimous support by the Planning Board as well as 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 made to the Master Plan Update Steering Committee. The Planning Board has jurisdiction for adopting the master Plan under Massachusetts General Law and unanimously approved the plan on July 16, 2019. For additional information on this work please reference the Master Plan Update Steering Committee below.

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 INSPECTIONS 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 over 1500 permits for building, electrical, plumbing/gas, and sheet metal work. Within those permits, there were 40 new single-family homes built, which continues to prove that Holden is a desirable place in which to live. Other projects included additions/renovations, wood/pellet stoves, finished basements, and photovoltaic solar installations. Still others included swimming pools, central air conditioning, gas fireplaces, water purification systems, and many more. In non-residential construction, the old Blue Plate Lounge was taken down to make way for a new restaurant, Quinn's Irish Pub. Similarly, the Commerce Bank building was taken down and construction has begun on a new bank/retail building on the same site. Holden' Hands child care expanded into a second, renovated building on Main Street.

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 continue to provide high-level customer service. Paul Kathman and George Mioglionico, electrical and plumbing inspectors, respectively, and Rick Travers, local building inspector, continue to serve the Town with their deep knowledge and experience in their given fields.

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 how the bylaws pertain to their individual circumstance. 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.

TYPE OF PERMIT	# OF PERMITS	CONSTRUCTION COST	PERMIT FEES
Building	636	\$ 24,918,475.06	\$ 112,540.00
Electrical	388	\$ 518,807.40	\$ 34,895.25
Plumbing	292	\$161,378.00	\$35,335.00
Gas Fitting	185	\$99,746.93	\$22,170.00
Sheet Metal	44	97,300.00	\$2,325.00
TOTALS	1545	\$25,795,707.39	\$207,805.25

DEPARTMENT OF PLANNING AND DEVELOPMENT ZONING BOARD OF APPEALS

David Lindberg – Building Commissioner/Zoning Enforcement Officer Carol Perkins –Secretary Ronald Spakauskas – Chairman Silvio Annunziata – Clerk Roy Fraser III Fred Lonardo James Deignan David George (1st alternate) Brian Meljac (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 2019, the Zoning Board of Appeals conducted seventeen hearings. The Zoning Board of Appeals approved seven variance applications and ten special permit applications.

March	108 Valley Hill Drive	Variance for relief from frontage requirements for an addition
	108 Valley Hill Drive	Special Permit for an accessory apartment
April	110 Industrial Drive	Variance to allow multiple buildings on one lot in Industrial Zone to
		utilize building as a brewery and a tap room
May	16 Preservation Lane	Special Permit for an accessory apartment
	459 Main Street	Special Permit to allow for reconfiguring and expansion of pre- existing baseball/recreational fields
	277 Holden Street	Variance for relief from side yard setback requirements for an addition
June	9 Pinecroft Avenue	Variance for relief from side yard setback requirements for a shed
	69 Forest Drive	Variance for relief from front setback requirements for an addition
September	79 Avery Road	Special Permit to build a single family home
	139 Twinbrooke Drive	Special Permit to correct dimensional deficiencies
	145 Twinbrooke Drive	Special Permit to correct dimensional deficiencies
October	275 Princeton Street	Special Permit to correct dimensional deficiencies
	1650 Main Street	Special Permit to grant use of property as single family residence in
		a commercial zone
	1650 Main Street	Variance to build an accessory structure on a commercial property
	283 Wachusett Street	Special Permit for an accessory apartment
November	34 Patriot Way	Variance for relief of lot frontage

ZONING BOARD OF APPEALS CASES HEARD IN 2019

DEPARTMENT OF PLANNING AND DEVELOPMENT CONSERVATION COMMISSION

Robert Lowell, Chair Kenneth Strom, Vice Chair Michael Scott Anthony Costello Luke Boucher David Nyman Cathy Doherty Glenda Williamson - Conservation Agent

The Holden Conservation Commission is a seven member board. 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 2011. 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 2019, the Commission held 12 public hearings for: 7 Notices of Intent, 2 Extensions of Time, 4 Requests for Determinations of Applicability and 27 Certificates of Compliance. The Commission issued 5 Enforcement Orders and one ANRAD (Abbreviated Notice of Resource Area Determination). In addition, the Commission reviewed 5 Forest Cutting Plans under Chapter 132 of the Forest Cutting Practices Act.

TROUT BROOK RECREATION AREA

Trout Brook Recreation Area is 660 acres of Holden conservation land with a system of trails for walking, cross-country skiing and mountain biking. The property is under the jurisdiction of the Conservation Commission. The main entrance is located on Manning Street, with smaller parking opportunities and trail connections off Mason and Sterling Roads. The Conservation Commission works with both the Department of Public Works and the Recreation Department to maintain the building lodge, picnic pavilion, and open fields. There is a small pond on the property which is stocked by the Department of Fisheries and Wildlife and is a great resource for those learning to fish.

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 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

DEPARTMENT OF PLANNING AND DEVELOPMENT CONSERVATION COMMISSION

Worcester Land Trust (GWLT) and the White Oak Conservation Land Society (WOLCS) will hold the conservation restriction jointly.



Denise Monteiro – Senior Clerk

CENTRAL MASSACHUSETTS REGIONAL PUBLIC HEALTH ALLIANCE Philip Leger- Chief of Environmental Health Julie Vanarsdalen - Regional Environmental Health Coordinator Michael Mendez – Regional Environmental Health Specialist (Resigned 7/2019) Danielle Edmands – Regional Environmental Health Specialist (Hired 10/2019)

> 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 consists of a three members, with each member serving a three year term.

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 October 2018, WDPH once again collaborated with Fallon Health and UMass Memorial Healthcare to facilitate a 2018 Greater Worcester Community Health Assessment (CHA) which will inform the next Community Health Improvement Plan (CHIP) to be released towards the end of 2020. A CHIP planning committee has been meeting regularly to develop areas of priority as well as strategies to address the needs of the community. This will provide a refined and continued road map of improving health 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 followup 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 Environmental Health Specialists (REHS) conduct inspections for semi-public swimming pools, 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. The health department streamlined both the application and inspectional services by implementing an online system for business residents and Inspectors to utilize. This process helps streamline reviews and approvals by creating immediate access to applications and inspection results. Tablets are utilized in the field when doing inspections, providing an immediate results and record for all applications. Peoples GIS is the vendor for this service. 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 2019:

CATEGORY	NUMBER OF INSPECTIONS
New Food Establishment Plan Reviews	1
Low Risk Food Inspections	14
Medium Risk Food Inspections	30
High Risk Food Inspections	33
Total of Routine Food Inspections	77
Total of Re-Inspections Conducted	6
Housing Complaints	9
Food Safety Complaints	9
Nuisance Complaints	14
Total Complaints Investigated	32
Pool Inspections (2 public pools)	3
Camp Inspections (1 camp)	27
Tanning Facility Inspections	0
Perc/Soil Testing	19
Septic Plan Reviews	27
Well Reviews	5
Tobacco Inspections	See Community Health

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 2019 unless otherwise noted:

REPORTABLE DISEASE	NUMBER OF CASES
Babesiosis	2
Calicivirus/Norovirus	2
Campylobacteriosis	3
Giardiasis	4
Group A streptococcus	1
Group B streptococcus	4
Hepatitis A	1
Hepatitis C	3
Human Granulocytic Anaplasmosis	3
Influenza	9
Lyme Disease (Suspect)	23
Salmonellosis	2
TOTAL	57

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

WDPH staff provide enforcement of Mass General Laws and local regulations pertaining to retail sales of tobacco and nicotine delivery products, youth access to tobacco and nicotine delivery products 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. Retailer education visits are also conducted to ensure all retailers are aware of any changes in local and state laws, 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.

2019 Tobacco Control Report			
Description	Inspections	Violations	
Retail Education & Permit Check	27	0	
Underage Sales Compliance	11	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 2019, 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 engages stakeholders and community partners with updates on progress and suggestions for new projects. WDPH staff also participated in an Addiction Prevention Seminar with the Rotary Club at Mountview Middle School on April 30th.

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 education in the community. The students attended the Holden Farmers Market to distribute health information to community members. Additionally 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.

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 five 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 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. The Town of Holden has 24/7/365 access to contact WDPH staff for public health emergencies through the WDPH pager system. All appropriate town officials have been provided information regarding this process.

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 400+ 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 2019, 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 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

The Master Plan Update Steering Committee was appointed to evaluate the progress of recommendations identified in the 2008 Master Plan and update projections with current data and changing needs of the Town and residents. 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 worked diligently on obtaining community input. Outreach efforts were conducted at Holden Days, a Community

DEPARTMENT OF PLANNING AND DEVELOPMENT MASTER PLAN UPDATE STEERING COMMITTEE

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 Master Plan Steering Committee compiled all results from Town Departments, Committees and boards and presented the 2019 Town of Holden Master Plan to the Planning Board. The Planning Board unanimously adopted the 2019 Master Plan on July 16, 2019 and immediately commenced on implementing goals. The Plan will continue to be utilized and a Master Plan Implementation Committee is expected to be formed in 2020 to facilitate town wide coordination of the Implementation Chapter.

DEPARTMENT OF PLANNING AND DEVELOPMENT SOLID WASTE/TRASH COLLECTION AND RECYCLING

The Town of Holden continues to operate an exemplary curbside recycling and residential trash collection program. 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 2019 the program serviced approximately 6,100 residential units. Casella collected 4,640 tons of trash which was disposed of at the Wheelabrator Trash to Energy Facility in Millbury, Massachusetts at a cost \$68.98 per ton. Casella also provides biweekly recycling and collected 1,861.7 tons of material processed at a single stream recycling facility in Auburn at a cost of \$30 a ton. In 2019 the Department developed an online tracking system to log customer complaints which provides direct community to Casella customer service.

Wachusett Watershed Regional Recycling Center 2019 Members of the Wachusett Watershed Regional Recycling Center Town Representatives: Boylston: April Steward/Allison Mack Rutland: Sheila Dibb/Michael Nicholson Holden: Pam Harding/Wendy Brouillette Sterling: Ross Perry/Paul Lyons Paxton: Carol Riches/Sheryl Lombardi W Boylston: Nancy Lucier Princeton: Art Allen

WEI: Helen Townsend/Mark Koslowske/Norma Chanis MA DCR: John Scannell

2019 Board of Directors:

Connie Burr, Norma Chanis (Clerk), William Cronin, Susan Farr, Tim Harrington (Treasurer), Michael Kacprzicki, Mark Koslowske (VP & Operations Manager), Patt Popple, Vanya Seiss, Helen Townsend (President)

New Board Members in 2019: Morgen Frye, Ronaldo Lu Retired Board Members in 2019: Robert Troy

Wachusett Earthday Inc. (WEI), is a seven town collaborative effort founded to provide a local and environmentally responsible solution to the disposal of difficult items and hazardous substances. WEI operates at the Wachusett Watershed Regional Recycling Center at 131 Raymond Huntington Highway in West Boylston on property owned by the MA Department of Conservation and Recreation (DCR). Funded in part by the seven towns of Boylston, Holden, Paxton, Princeton, Rutland, Sterling & West Boylston, and supported by the MA Department of Environmental Protection, WEI also provides a place to share gently used but still serviceable household items. The facility is staffed almost exclusively by a large number of dedicated volunteers from surrounding towns.

The past year saw an increase in site usage during our open hours of Tues (9-11), Wed (2:30-4:30), Thurs (5-7) and every third Sat (8-11). WEI continued to close Thursday evenings for the months of December, January & February (opening on the first Saturdays of those months). A total of 146 collections were held in calendar 2019 with 31,521 vehicles coming through the site (an increase of 3,814 over 2018's total); total gallons of HHP collected increased from 8,968 in 2018 to 9,198. In addition 1,261 gallons of latex paint was diverted for recycling. Mattress/box spring recycling continues to be successful – over 1,200 mattresses were sent for recycling versus landfill or incineration in 2019.

DEPARTMENT OF PLANNING AND DEVELOPMENT SOLID WASTE/TRASH COLLECTION AND RECYCLING

The on-site solar array defrays some of the cost of our electricity and WEI has sold several hundred dollars of SREC's on the solar market. In 2019, fencing to protect the solar array was installed. The remainder of the site was paved using road millings (at a reduced cost over traditional paving), easing the work of the DCR plows as well as reducing dust and debris tracked into the building. WEI began working with a Styrofoam recycler to take clean packing Styrofoam collected onsite for reuse. We have been able to recycle 160 cubic yards of Styrofoam over the last 6 months of 2019.

Wachusett Earthday continues to partner with multiple local social service and charitable organizations such as More Than Words, Fresh Start Furniture Bank, NuDay Syria – a more comprehensive list will be added to our website in 2020. Our small retail department continues to grow in popularity as well as providing a financial boost to the center in general, helping to offset the rising costs of recycling. We continue to sell composters at discounted rates.

Six HHP (household hazardous products) collections were planned for 2019 and five were held. Three free document shredding days were held. The site closed for both the Christmas and New Year's weeks to give our volunteers some time off. Document shredding will be offered again in 2020 and, as of this writing, we do not yet have dates for HHP collections.

The focus of 2020, in addition to continuing collections along the current schedule, will be on education. Continued increases in materials disposed/discarded indicates that people are not yet changing their purchasing habits. With increased outreach and community contact in person and on social media, we hope to encourage people to make wise decisions when making purchases, disposing of waste and utilizing our natural and manufactured resources. We plan to attend as many town-sponsored events as possible to share information and suggestions for responsible disposal, reuse, recycling and general waste reduction.

In 2020, holiday closings will be January 1st and the weeks of Christmas and New Year's Day.

DEPARTMENT OF PUBLIC WORKS ADMINISTRATIVE DIVISION

John R. Woodsmall, III, P.E. - Director of Public Works Maureen Burke - Office Manager Shannon Rauh – Senior Clerk

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.

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

2019 had several personnel changes affect the Highway and B&G Divisions. Within the Highway Division, we welcomed Adam Roy and Tyler Citarella, and promoted Justin Kublebeck to a higher level equipment operator position. In the B&G Division, Jacob Annunziata joined the team. The rest of the DPW divisions experienced stability in their staffing.



OPERATIONS

Following the successful passage of a Capital Debt Exclusion vote in December, 2018, the in depth design of the new DPW Facility at 18 Industrial Drive was begun. We look forward to this project being bid in the spring of 2020, with construction to begin before the summer of 2020, and hopefully the DPW moving into a brand new facility by the end of 2021.

Operations wise, the Holden Department of Public Works had a very successful year. The winter of 2018-2019 experienced a below average amount of snowfall, though March experienced above normal snowfall with several snowy days to start the month. However, total precipitation was well above normal. This meant that there were

DEPARTMENT OF PUBLIC WORKS ADMINISTRATIVE DIVISION

numerous salting events for ice/sleet storms and/or overnight freezing events, which ultimately led to above average expenditures in the snow and ice account. There were a total of thirty-seven (37) snow and ice events in the winter of 2018-2019.

The winter of 2019-2020 started off with a snowy December, with well above average snowfall in that month. Overall, 2019 was a wet year, which led to higher than normal sewer flows and low than normal water sales.

The Department undertook a number of capital improvements in 2019. The W&S Division completed water main replacement projects on Laurelwood Road, Holt Road, Williams Road, and



DPW Director, John Woodsmall

Bancroft Road. Other work included taking the Jefferson Water Storage Tank offline so that both the inside and outside of the tank could be painted. Improvements to several sewer pump stations were also undertaken. The B&G Division along with the Engineering Division coordinated a roof repair project using contract forces at the Gale Free Library. The Highway Division oversaw and/or performed road work and sidewalk replacement in a number of areas, including the area of Reservoir Street, South Road and Paxton Road (Route 31), Greystone Drive, Allen Road, Broad Street (Route 68), the Timber Lane/Birchwood Drive neighborhoods, and the Fort Sumter neighborhood. 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 again 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 always proud to be surrounded by such a talented and dedicated group of public works professionals.

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

Isabel McCauley, P.E. - Town Engineer Patrick Wood, P.E. - Civil Engineer II

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 thirty-six (36) new sewer connections were witnessed for 2019. 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 forty-two (42) 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 September 30, 2019, the first annual report for the period of May 1, 2018 - June 30, 2019, under the MS4 General Permit requirements was submitted to the EPA and the Department of Environmental Protection (MassDEP). 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. The CMRSWC received a \$25,000.00 municipal grant to developed thirteen (13) MS4-permit Standard Operating Procedures (SOP) which are required as part of the MS4 permit. Additionally, the DPW-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 MassDEP, a \$170,000.00 municipal grant for a statewide education program. As a result of this effort a "Think Blue Massachusetts" video "Fowl Water 2019" was developed and educational materials were provided to continue awareness of stormwater and to comply with the

public education requirements of the MS4 General Permit. It is expected that in 2020 this campaign will continue the efforts achieved in 2019.

The Town maintains the stormwater information on the Town's website under the Department of Public Works.

The Town contracted with Tighe & Bond, Inc. (T&B) to continue updating the stormwater drainage mapping for the Town, including drain lines, outfalls and best management practices that were available for areas that had record drawings.

The Division presented the MS4 program on separate occasions to the Board of Selectmen, Zoning Board of Appeals and Planning Board.

The Division prepared a Stormwater Management Plan (SWMP). A copy of this plan is available in the Town's website.

SUBDIVISIONS

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Civil Engineer, Pat Wood

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STREET OPENING PERMITS

A total of one-hundred-seventeen (117) roadway opening permits were issued for 2019. 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 2019, the Town continued to conduct additional monitoring and sampling activities at the monitoring wells, and surface water and sediments within the leacheate seeps along the Quinapoxet River banks. Quarterly reports were submitted to the MassDEP. The Town is working towards a Corrective Action Alternatives Analysis (CAAA) as required by the MassDEP.

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.

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 to develop a Massachusetts Department of Transportation (MassDOT) Complete Streets program list of priority projects for potential construction funding for FY2020.

The Division worked on the 10% design of the MassDOT Transportation Improvement Project (TIP) program for the Shrewsbury St / Doyle Rd roadway. The Town met with abutters and other residents on January 9, 2019 and May 8, 2019 to present the preliminary design plans. We worked on the pre-25% design plans which are expected to be presented to the all stakeholders in 2020 in a meeting with MassDOT. The estimated cost of the project is \$7.0 million. Further design of this project will continue into 2020 and construction is expected to begin in 2024.

The Division worked with Vanasse Hangen Brustlin, Inc (VHB) in the development of a bridge/culvert inventory and long term maintenance plan. The results of this effort are expected to be completed in 2020.

The Division engaged VHB in the preliminary design of Wachusett St from Chapel St to Shrewsbury St roadway maintenance and sidewalk.

The Division worked with MassDOT and engaged T&B in the design of the drainage upgrades for the area of Holt Rd, William St, Laurelwood Rd, Boyden Rd, and Main St. The project proposes to redirect flow from cross-country connections into the public roadway. The construction is expected to begin in 2020.

The Division developed the contract documents for the Birchwood Neighborhood Sidewalk and Fort Sumter Neighborhood Roadway and Sidewalk projects and provided assistance to the Highway Division during the construction phase.

The Division provided administrative contract services for the repairs of the Gale Free Library Roof.

Finally, the Division helped to coordinate with the City of Worcester the commencement of their multiyear project to replace the Quinapoxet Reservoir Water Transmission Main, located on Whitney Road, Princeton Street, Main Street, and Kendall Road. Preliminary excavations were dug in November and December of 2019, with construction expected to commence in the spring of 2020.

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 2019 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.

Isabel McCauley, P.E. Senior Civil Engineer

and

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

Christopher DeMoranville - Supervisor of Operations John Whipple - Highway Working Foreman Gregory Rozak – Equipment Operator III (Resigned 2/1/19) Jon Scott - Equipment Operator III Philip Waldo - Equipment Operator III Steven Stewart - Equipment Operator II Justin Kublebeck - Equipment Operator II Jason Putnam - Equipment Operator II Adam Roy – Equipment Operator II (Hired 3/11/2019) Tyler Citarella – Equipment Operator II (Hired 6/3/19, Resigned 9/27/19

2019 HIGHLIGHTS

The winter of 2018-2019 saw a below average amount of snowfall, with a warm February followed by a cold and snowy March. The winter of 2019-2020 started off with an early season snow storm in December, but was relatively quiet through December.

During the construction season, using a combination of Highway Division managed projects and Contractor managed projects, approximately 4.2-miles of road were re-surfaced, and approximately 2-miles of sidewalk were replaced, with 850-feet of new sidewalk being added. The sidewalk work also included the upgrade of all curb cuts to allow for full handicap accessibility in those areas. Improvements to drainage infrastructure was performed for most of these areas prior to the start of road re-surfacing.

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. 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 December of 2019, the DPW sent out information pamphlets to all utility customers in Town describing our snow and ice operations. The winter of 2019-2020 also saw the introduction of onstreet parking bans for snow emergencies, in order to assist both the DPW and the Police Department in our snow and ice removal efforts.

In the spring, the Highway Division solicited bids for a variety of roadway treatments, including: reclamation (pulverization); cold-planing (or milling); microsurfacing; crack sealing, and; new hot mix asphalt. During the construction season, thirty-one (31) different streets received some sort of surface treatment, representing approximately11-miles of road. Not including crack sealing, over 4.2-miles of road received new hot mix asphalt, sidewalk ramps and/or curbing. A total of approximately 15,000-feet of new berm was installed. The resurfacing projects was completed in a cost-effective and timely manner by utilizing the DPW – Highway Division acting as the General Contractor. In order to maximize the amount of re-surfacing work being performed, the Highway Division contracted as a project the roadway paving and sidewalk replacement in the Fort Sumter/Vicksburg Circle/Farragut Way/Lee Lane neighborhood. 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.

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.

Christopher DeMoranville Superintendent of Operations

and

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

LOCAL ROADS

2019 – HIGHWAY MAINTENANCE

Sidewalk Maintenance and Construction

Routine "town-wide" sidewalk patching and repair was performed to existing sidewalks. Berm reconstruction was performed along Reservoir Street, South Road, Greystone Drive, Allen Road, Fort Sumter Drive, Farragut Way, Vicksburg Circle, and Lee Lane. New concrete ramps and granite curbs along the radius of the intersections were installed along the Fort Sumter area work.

Service and Dig Safe Requests

The Highway responded to three hundred seventeen (317) service requests.

<u>Drainage</u>

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. Over 900-feet of drainage pipe was installed and/or replaced.

2019 – RECLAMATION (PULVERIZATION) WITH FOUR (4) INCH – HOT MIX ASPHALT

Street	From	То
Allen Road	Main Street	Clearview Road
Greystone Drive	Reservoir Street	Britney Drive
South Road	Kendall Reservoir	Paxton Road

2019 – COLD PLANING

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

Street	From	То
Farragut Way	Fort Sumter Drive	Cul-de-Sac
Fort Sumter Drive	Wachusett Street	Cul-de-Sac
Lee Lane	Fort Sumter Drive	Cul-de-Sac
Reservoir Street	Greystone Drive	South Road
South Road	Reservoir Street	Kendall Reservoir
Vicksburg Circle	Fort Sumter Drive	Fort Sumter Drive

2019 - CRACK SEALING PROJECTS

Street	From	То
Ash Circle	Sycamore Drive	Cul-de-Sac
Banbury Lane	Coventry Road	Cul-de-Sac
Bull Run	Fort Sumter Drive	Quinapoxet Street
Butternut Circle	Sycamore Drive	Cul-de-Sac
Cimarron Lane	Fort Sumter Drive	Forest Lane
Coventry Road	Newell Road	Lexington Circle
Cranbrook Drive	Salisbury Street	Newell Road
Dawson Circle	Salisbury Street	Cul-de-Sac
Dogwood Drive	Sycamore Drive	Cul-de-Sac
Forest Drive	Cimarron Lane	Nola Drive
Hebert Lane	Bull Run	Cul-de-Sac
Hickory Circle	Sycamore Drive	Cul-de-Sac
Holly Circle	Sycamore Drive	Cul-de-Sac
Lovell Road	Main Street	Jamieson Road
Mark Circle	Salisbury Street	Cranberry Drive
Nola Drive	Jamieson Road	Highland Street
Otterbrook Drive	Cranbrook Drive	Cul-de-Sac
Putnam Road	Salisbury Street	Bailey Road
Sycamore Drive	Salisbury Street	Putnam Road
Village Green Lane	Newell Road	Cul-de-Sac
Wilde Willow Drive	Lincoln Avenue	Cul-de-Sac
Winter Hill Road	Newell Road	City Line

In summary, the Highway Division completed a total of 11-miles of public road surface improvements, representing approximately 9-percent of the total miles of public roads in Holden.

GENERAL MAINTENANCE

General maintenance activities completed during 2019 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.
- ✤ 15,000-feet of berm repaired or replaced.
- Two (2) new handicap accessible curb cuts (ramps) were installed.
- Over seventy-seven (77) manholes and catch basins were repaired or replaced.
- Approximately 650 Christmas trees were chipped at Adams Road.

DEPARTMENT OF PUBLIC WORKS BUILDINGS & 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 Gary Gauthier - Laborer-Buildings Michael Comforti - Laborer-Buildings (Resigned 8/30/19 Timothy Grainger - Laborer-Grounds

YEAR 2019 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. Working in conjunction with the Engineering Division, the B&G Division helped oversee the reconstruction of the Gale Free Library flat roof. The B&G Division also began performing work to address helped facilitate the assessments of Town Buildings that was performed by an architect hired by the Town. Also, there was substantial interior painting performed inside the Gale Free Library, and the Town Clerk's office was painted as well.

The B&G Division spent a significant portion of time renovating the Chaffins Fire sub-station so as to

allow the sub-station to be manned twenty-four (24) hours a day by the Fire Department. Work involved installation of new ceilings, new walls and storage areas, and a variety of miscellaneous tasks to make the area livable.

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.



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, Mountview School, Dawson School and Recreation Area, and Jefferson Field were primarily maintained by George Hayes.

DEPARTMENT OF PUBLIC WORKS BUILDINGS & GROUNDS DIVISION

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, with approximately 650 trees chipped. 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 twenty-nine (429) requests for service.

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 2019, eleven (11) cremation burials and twenty-seven (27) 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.

Christopher DeMoranville Superintendent of Operations

and

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

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 2019 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 two hundred ninety-four (294) requests for service from all Town Departments.



Mechanics Dave French and Paul DiNoia

Ryan S. Mouradian, P.E. - Water & Sewer Superintendent (left) Shannon Ruah- DPW Senior Clerk (right) Adam Perkins -Water & Sewer Foreman Kenneth Dunn - Water & Sewer Operator (WO) III Justin Pedersen - WO III Luis Garcia - WO IV Dana Stoddard - WO II Richard Wheeler - WO III Andrew Bondar -WO I



HIGHLIGHTS

2019 was yet again a busy year for the Water & Sewer Division. Water mains were replaced on Laurelwood Road, Holt Road, Bancroft Road, Williams Street, and a new connection was made from Bancroft Road to Donald Ave to better facilitate water flow through the town. This replacement included both the replacement and addition of fire hydrants and new water services from the water main to each house's water shutoff. This neighborhood has historically been an area where water breaks were frequent and the water main was undersized for fire flow.

A contractor completed a leak detection survey of the entire water system during the summer months. This survey discovered a total of 17 leaks, 7 being leaking hydrants and 10 being leaks on water services. Hydrants typically leak when they are not closed properly. The service leaks discovered were a combination of services owned by the Division and owned by Homeowners. All leaks were repaired within fourteen days of the Division being notified of the leak.

New generators were installed at the Jefferson Sewer Pump Station and Lincoln Avenue Sewer Pump Station. Both of those stations had generators over forty years old that were unreliable and inefficient. The new generators are mounted on concrete pads outside the building, and are significantly quieter and produce less emissions.

The supervisory control and data acquisition (SCADA) systems at four of the water stations was upgraded with new panels and programs this year. This is year two of a four year project which will update the panels at thirteen of the water stations in Town. The existing panels contained hardware that was no

longer supported or replaceable. This project will ensure our water system is functioning properly and protected from cyber threats into the future.

The Jefferson Water Storage Tank located on Muschopauge Road was taken offline in September, sandblasted and painted both inside and out. During a regular tank inspection in 2017 it was discovered that the paint inside the tank was in poor condition, and to ensure longevity of the tank it needed to be repainted. As part of the project, a tank mixer was installed to prevent stagnant water and improve water quality within the tank.

For the second consecutive year, 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 is the second Level II audit, which expands on the Level 1 audit completed in 2017 and is a good yearly benchmark looking into all facets of the water system including pumping data, billed data and financial data. The Division's scores have improved with each audit showing progression towards the best operated and managed system possible.

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 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. A jury trial date has been set for May 12, 2020.

GENERAL OPERATIONS

During 2019 the DPW - Water & Sewer Division personnel continued to diligently operate and maintain the water and sewer systems. Thirty-four (34) water system breaks or leaks were identified and repaired (by the Division or private contractors). A total of forty-two (42) new water service connection permits were issued, and a total of sixty four (36) new sewer service connection permits.

The Division responded to a total of five hundred eight (508) requests for service in 2019.

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.

Ryan S. Mouradian, P.E. Water & Sewer Superintendent

and

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

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 2019, the total quantities of water produced and purchased are as follows:

Wachusett Street Water Treatment Plant (Includes Quinapoxet Wells and Mill Street Well Fi	eld)	
Quinapoxet Wells	159.003 million gallons	34%
Mill Street Well Field	108.871 million gallons	23%
	267.874 million gallons	57%
Mason Road Well Field	26.218 million gallons	6%
Spring Street Well	37.791 million gallons	8%
Worcester Interconnections		
Salisbury Street	44.921 million gallons	10%
Brattle Street	95.567 million gallons	20%
	140.488 million gallons	30%
Total (produced/purchased)	472.372 million gallons	100%

The Town currently operates four (4) groundwater well fields, four (4) water storage tanks, two (2) 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.

DEPARTMENT OF PUBLIC WORKS WATER AND SEWER DIVSION WASTERWATER DISPOSAL

The Town of Holden maintains twenty-eight (28) sewer-pumping stations, one (1) sewer flow meter, and over seventy-eight (78) miles of sanitary sewer mains. More than half of the Town 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 2019, the town conveyed approximately 463 million gallons of sewage to the City of Worcester system for ultimate treatment at the UBWPAD treatment facility and a total of thirty-six (36) 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 2019 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, were substantially completed in the late fall of 2019.Work on the design of the Phase B improvements was previously completed, and are awaiting a decision from the Massachusetts Department of Environmental Protection and the United States Environmental Protection Agency as to when the Phase B work should commence.

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".

Ryan S. Mouradian, P.E. Water & Sewer Superintendent

and

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



SELECT BOARD/LIGHT COMMISSIONERS

Anthony M. Renzoni Chairman Robert P. Lavigne Vice Chairman Chiara M. Barnes Clerk Tyler J. Gibbs Member Geraldine A. Herlihy 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 (HMLD) was established by Town Meeting on September 5, 1911 and delivered its first electricity on January 26, 1912. On 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 8,200 customers within the Town with annual revenues exceeding \$14.5 million and about 103 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

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.

DELIVERING THE POWER

HMLD'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 Holden Municipal 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. HMLD 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. HMLD 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, HMLD was able to lock in a significant portion of its power needs through 2021 at very attractive prices. Since about 80% of the HMLD's 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 (COSS) and rate analysis was completed in 2019 and went into effect in November of that year. A major initiative in the COSS was the unbundling of rates. Historically a large component of the power supply costs was imbedded in the electric rates. This resulted in an under recovery of power supply costs due to the application of the prompt payment discount. The COSS resulted in an increase of approximately \$0.0075/kWh in base revenue and a reduction in power supply costs. The prompt payment discount was increased from 10% to 15% for residential and commercial customers and from 2.5% to 5.0% for General Service customers. In order to address the inefficiency of hand billing all the Photovoltaic customers, the COSS and rate analysis modified the Net Metering Rate which had been in place since 2010. A solar distribution component was added to new system as of November 1, 2019 which equates to \$2.00/installed kW (DC) and grandfathered existing photovoltaic customer for 5 years from the permission to operate date. HMLD maintained the current philosophy of full retail credit for any excess kWhs delivered back to HMLD. Rather than banking the excess energy monthly, a monetary credit is issued on the monthly invoice.

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 2019, there were approximately 87 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 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. HMLD also partnered with the Massachusetts Department of Energy Resource (DOER) to create a pilot solar rebate for residential customers where HMLD and DOER each rebate \$0.60/watt capped at 5kW of new solar installations. This allows customers to receive up to \$6,000 on qualified new solar installations.

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

HMLD is fully committed to supporting services provided by taxpayer dollars. Each year, the Department reimburses the Town for services rendered from various departments. In 2019, 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.

HMLD also makes a voluntary payment in lieu of taxes to the Town each year. Payment in lieu of taxes for 2019 was \$151,944.

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 HMLD 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. HMLD also offers a conservation program for commercial customers.
- 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. HMLD participated in a pilot rebate program with Mitsubishi for residential heat pumps where customers received an additional \$500 rebate directly from Mitsubishi. This program ran from September – December and may continue into 2020.
- 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.
- Key Accounts Program HMLD continued, through the assistance of a consultant, to develop our business



relationships with our largest customers or our key accounts. In general, a few dozen large manufacturing/industrial and commercial customers represent 20% of our annual electric sales. It is in the best interests of HMLD and the Town to foster productive working partnerships with our key customers and to address their unique needs.

<u>CodeRED</u> – 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.

COMMUNITY OUTREACH

During Public Power Week in October, HMLD 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 HMLD and its senior customers. Once again the Senior Center staff, DPW staff and friends assisted in providing a delicious meal.

HMLD works closely with our 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 2019, the HMLD 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 2020 is to begin implementation of the System reliability study. An immediate need is to replace the 6 regulators at the Bullard Street Substation. Additionally, in order to improve system reliability for the service territory, two additional circuits will be constructed bringing a total of 4 circuits at this substation. This will enhance HMLD's ability to perform switching orders which will assist in minimizing the outage time for our customers. The Chaffins substation is in need of critical systems upgrade and or replacement. In 2020, we will commence a multi-year program to further improve the strength of our electric system.

A heightened emphasis on renewable and clean energy may challenge to our fuel supply and diversity portfolio and could impact our rates if not carefully managed.

<u>Clean Energy Standard</u> – 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 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.

HMLD 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.

DEDICATED STAFF AT HOLDEN LIGHT

HMLD is extremely fortunate to have very experienced and capable operations and office personnel. 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 upon them to do emergency work – year round, 24 hours a day. In 2019, we welcomed one new employee to the HMLD family. Bryan Diehl joined our forestry division.

Our helpful and knowledgeable staff in the office, led by Teresa Montoya, continues to serve you. Office personnel handle 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

Jane Parenteau - General Manager 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)

LINE PERSONNEL

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



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.

Denise M. Morano, Recreation Director (center) Angela T. Greene, Recreation Leader (right) Teresa Brown, Senior Clerk (left)



The Recreation Department runs the Before and After School Programs at the 3 elementary schools, in addition to the All Day Summer Program held at Dawson School. These programs are licensed by the Department of Early Education and Care. During the school year, we can register 52 children in the mornings and afternoons, and during the summers the capacity is increased to 65 children per week. It is very rare to not have reached maximum capacity for each of the programs. The school year programs are loosely structured and the children enjoy the free play time using the gym or going outdoors when the weather allows. We provide 30 minutes of quiet time for homework, and for the younger children a staff person reads story books. The children also enjoy board games, cards, arts & crafts, talent shows, sports and many other things. During the summer, in addition to the above mentioned activities (except homework), the children take part in swim lessons that are offered across the street at the pool. They also spend most afternoons at the pool, where they enjoy the free swim time, and use the tennis and basketball courts. All staff give a tremendous amount of attention to making sure each child feels safe, secure and happy. I can't say enough about the unique gifts each staff person brings to these programs. They are a dedicated, caring and loving group of individuals that care for the health and well-being of every child.

The focus of our attention shifts quickly from the school settings to the pools at the beginning of June. The seasonal staff have been hired, and the program registrations have been ongoing since April. There was a shift in the dates of pass sales and program registrations, because of numerous requests from residents. Instead of registering for classes in the middle of May, we started the 1st of April. This gave the residents more time to figure out their work and vacation schedules. The one issue that occurred however, was a later start of the sessions. I pushed out the start of session 1 because I didn't know how many no school days would be called. As it turned out, there were only 2, so the start of session 1 could have been held 1 week earlier. I was able to add an extra All Day Program week, which started the Monday right after school dismissed for the summer.

The summer classes and programs continue to be quite popular. The overall number of children enrolled in the classes totaled 1,580. There were more than 37,650 people that visited and enjoyed the pools. I can't say enough good things about the water safety instructors and lifeguard staff that teach lessons and watch over the patrons making sure that everyone is safe. The counselors that taught tennis, basketball, arts & crafts, sports and took care of all the half-day children, are the best. They were patient, caring, enthusiastic and eager to teach the children their special craft.

We had great success with our adult and children programs, selling out many of them. Classes like Relaxation and Meditation, Reiki, Yoga, Kid's Karate and Butts & Guts were very well received. I had to add 3 additional Babysitter's Training classes to accommodate the number of young people registering for this important class. An additional class was also added for the holiday Wreath-Making. Pickleball was very successful over the summer. I had 4 tennis courts painted with lines for Pickleball, and we needed them all. I had over 270 people, many new to the game, come for lessons and learn to play this fastest growing sport.

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....

Respectfully submitted,

Denise M. Morano Recreation Director



SEASONAL AND PART TIME STAFF

HEAD LIFEGUARDS

Amanda Hoffey Emily Gardner

WSI/LIFEGUARDS

Jamie Brenner Liz Ebbrecht Lauren Gardner Maggie Gardner Conor Hanlon Tucker Hanlon Alexis Hoffey Jake Michalowski Monet Parades Patrick Scanlon Caroline Schaper Grant Woodin

LIFEGUARDS

Matthew Baker-Grunza TJ Conrad Grace Henrich Dulce Marchand Gavin Woodin

> **CRAFTS** Susie Austin Sammy Clyman

PASS CHECKERS

Avery Bergeron Katie Labovitz Patrick Toole Lisa Birch Caroline Lambert Bekka White

SNACK BAR

Maeve Herlihy Julia Lucchesi Jacquie Labovitz Olivia Lyerly

TENNIS

Frances Kim Greta O'Brien Ben Post Katy Skagerlind

BASKETBALL TJ Conrad

GAMES GALORE Mackenzie Akbarieh

ALL DAY PROGRAM

Fallon Bergeron Megan Birch Bryn Burnham Lottie Flionis Amy Grogan Emily Hayden Amelia Hirtle Taytum Meyer Caitlin O'Connor

HALF DAY PROGRAM

Brooke Bergeron Carter Bergeron Celia Hanlon Kyle Mayou Joey Nunn Jill Post Emma Pulsifer

DRAMA

Victoria Benson

BEFORE AND AFTER SCHOOL PROGRAM STAFF

Mackenzie Akbarieh Lexie Atkins Avery Bergeron Fallon Bergeron Lisa Birch Sammy Clyman Kaitlyn Correia Georgie DeWitt Cece Fitzgerald Brenda French Paula Gaudette Judi Gluck Tucker Hanlon Leah Hassett Donna Horsfall Ginger Kopeski Joey Nunn Kati Patrone Mattea Sielaff **Muriel Ventres**

Anne Atkins Susie Austin Carter Bergeron **Beverly Berthel** Marie Clemente TJ Conrad Nancy Corrigan Lisa Ericksen Lottie Flionis Lauren Gardner **Timmy Gauthier** Amy Grogan Amelia Hirtle **Emily Hayden** Hannah Jensen Kyle Mayou Caitlin O'Connor Tyler Rosseland **Kaylee Smith** Bekka White

NEW CLASSES & INSTRUCTORS

Acrylic Painting Cardio Kickboxing and Kettlebell Holiday Candlelight Yoga Karate Relaxation and Medication with Yoga Kids Yoga – Let's Play Pickleball Ramshi Pitre Paula Sheehan Marty Twomey Ty Rose Nina Cerviatti Nina Cerviatti Marie Sullivan/Denise Morano

ONGOING CLASSES & INSTRUCTORS

CCYo; Yoga for Everybody Hatha Yoga; Gentle Hatha Yoga Beginner's Golf Men's Basketball Women's Volleyball Butts & Guts; Time Out Babysitter's Trainer Cake Decorating Wreath Decorating Adult/Child Gingerbread Making Marty French Marty Twomey Holden Hills Mark Haynes Brenda French/Elizabeth Pacek Kristen Mercurio Juanita Kingsley Susan Gaulin Bemis Farms Let's Cake Decorate

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 (Top Left) Clare Nelson – Activities Coordinator, Part-Time (Bottom Left) Paula Earley – Outreach Worker, Part-Time Dale Hayden – Outreach Worker (Bottom Right) Gregg Tivnan – Van Driver, Part-Time John Bianco – Van Driver, Part-Time Lisa Larson – Van Driver, Part-Time Katherine LePain – 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.

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.

HUMAN SERVICES SENIOR CITIZENS SERVICES

Intergenerational programs included our pen-pal program. This year we matched 90 Mayo School third graders with 90 seniors. They exchanged letters bi-monthly and met twice during the school 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.

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 21,324 hours of service saving the Town of Holden approximately \$362,508.00. 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 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.

HUMAN SERVICES SENIOR CITIZENS SERVICES

*SERVICES PROVIDED FOR 2019 *Approximate Numbers

*Approximate Numbers			
Elder	Population	4,592	
		1,034	
ed		12,607	
General Information*			
Food Shopping			
Health Screening & Services			
ercise		4,323	
ational*		3,552	
l Progra	ms	7,343	
e Meals		10,075	
Vheels		3,483	
tion		22,080	
*		25,239	
/Socializ	ation	21,324	
Hours 20)19		
	Elder ed formatio ping eening & ercise ational* Il Progra e Meals Vheels tion * /Socializ	Elder Population ed formation* ping eening & Services ercise ational* il Programs e Meals Vheels tion	

2019 VOLUNTEER RECOGNITION RECIPIENTS



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 (Retired December 2019) Kevin McDonough – Head Children's Librarian (Promoted December 2019) Veronica BeJune, Head of Collection Management Rachel Mimms, Head of Circulation Kathleen Brown Kathleen Cargill Judith Giles Mary Kim Barbara Oberlin Carolyn Passey Spencer Perry Patricia Pottle Nancy Richards Wendy Snow Magda Szemiot Mary Turner Danielle Yanco Kathleen Youngs

BOARD OF TRUSTEES

Alan Degutis, Chair Stephanie Adams Stephanie Borg Richard Maurer Penelope Morgan Virginia Powell-Frasier

The library has consistent growth each year and maintains a vibrant and current collection that reflects the community. 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. These materials can be reserved from any computer or device with Internet access and a library card.

This year the library added the streaming movie service Kanopy which provides quality, thoughtful entertainment. Library users will find over 30,000 movies, documentaries, foreign films, classic cinema, independent films and educational videos that inspire, enrich and entertain. The library also offers unlimited plays in Kanopy Kids, so children are free to explore enriching, educational and entertaining films and TV series. This is an ad-free service that can be enjoyed on your TV, mobile phone, tablets and computers.



CULTURE GALE FREE LIBRARY



The library purchased several laptops in 2017 and has been offering computer classes to the public, the classes have a wide array of topics from basic to more advanced ones. In 2019 classes were offered to patrons who wished to use Overdrive. OverDrive is a free digital service offered by the library that allows anyone with a library card to borrow digital content (like e-books and audiobooks) anytime, anywhere on a variety of devices. Holden has access to our own collection and a shared collection via CW/MARS. The classes increased usage creating a lending spike for these materials.

The Reference Department is always eager to assist patrons with any kind of questions and can also answer a broad range of technical questions. Local History questions and research is popular and widely used. They also provide a robust programming calendar throughout the year, which is underwritten by The Friends of Gale Free Library. Program attendance has steadily

increased over the last five years, coming in at an astonishing increase of 150% in the last year.

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, the children's room staff has excellent Reader's Advisor skills to assist parents in choosing relevant reading for any age. Gale Free Library is committed to educating children about the various ways reading and libraries can affect success.

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, craft activities and scavenger hunts. A new LEGO Club has increased usage of the library, along with The Summer Reading Program which encourages reading over the summer and engages hundreds of participants.

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. Audio books, Large Print and

Graphic Novels are also available in wide variety. This year the Circulation Department relocated all DVDs by genre, monthly circulation numbers compared for 2018 and 2019, indicates circulations of our DVD collection has improved since the new arrangement of the DVDs.

The Circulation Department started a complete inventory of the adult and young adult collections in 2019 that will continue into 2020. Staff has been taking shelf listings into the stacks to account for every item in our computer system as well as ensuring labels are correct and items are placed neatly on their correct shelves. The Technical Services Department Tech focused in on numerous small collections and tried to optimize patron browsing and ease of use.



Pasta Making Class

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, genealogical databases and a language learning platform. The Friends of GFL create a community spirit

CULTURE GALE FREE LIBRARY

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 and Assistant Town Manager Stephanie King for their 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 <u>http://www.mass-culture.org</u>.

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 concerts at the bandstand, the summer series at the Gale Free Library, and numerous projects within Holden's schools and Senior Center.

2019 SPECIFICS

This year Holden's allocation from MCC, together with money not used in prior cycles and reverted back to the HCC, was \$10,807. The HCC received 25 applications, 9 more than last year, and approved in full and partial, thirteen grants totaling \$10,807. This approval was based on the content of the application and it's 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 "Imagine Your Story"
- Mayo Elementary School "Amazing Hero Art"
- Dawson Elementary School "Family Arts Night"
- Holden Bandstand "SloGrass Performance"
- Holden Senior Center a variety of presentations throughout the year

CULTURE 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 a new remote broadcast setup. 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 and broadcast in High Definition for the first time.

"On the Road" with Jen Stanovich enters its 16th season. In the studio, "Chaka Kreyol" resumed for its fifth season; this community created series highlights Haitian American life in central Massachusetts. A new financial show "Frank Finance" debuted on HCTV. HCTV continues to broadcast all Holden Selectmen Meetings, Wachusett School Committee Meetings and other town events, such as the Holden Memorial Day Parade, Memorial Bandstand concert series, Holden Days, Holden Girl Scouts, 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.





CULTURE HISTORICAL COMMISSION

Charles Skillings, Chair 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.

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.

CULTURE HISTORIC DISTRICT COMMISSION

Larry Kowalczyk - Chair Lance Lazar - Vice-Chair Sue Kowalczyk - Secretary Karen Clickner Sarah Stebulis Michael Smith

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 Joe Clancy Jr. We wish him well in his expanded duties with the Boy Scouts. The members were pleased to welcome two new members to the committee: Sarah Stebulis and Michael Smith.



The HHDC received a number of applications for Certificate of Appropriateness this past year. Two applications were reviewed in February. The first was an application from Lahr Realty Partners regarding signage at 1161 Main Street. This application was approved as submitted. The second application was from Holden Fuel Inc. (the Mobil station) regarding changes to their existing signage and replacement of the canopy lighting. The committee members approved the canopy lighting, however felt the need for further clarification of the digital pricing sign. In

April committee members reviewed an application from the Town of Holden for replacement of a flagpole in front of the Starbard Building. This flagpole would replace a previously existing one and would be a duplicate of the one in front of the town hall. This application was approved. In June we received an application from Elise Meader Photography located at 1161 Main Street regarding signage to be added to the existing ladder sign structure. This application was approved. In August we received a revised application from the Mobil Station regarding replacing the existing fuel pricing sign with an electronic fuel sign. This application was approved. The HHDC thanks Carlos Elkhoury for his willingness to work with the committee to reach an agreement on appropriate signage. Also in August we received an application from Jackie Wojnarowicz for signage for her flower shop at 1161 Main Street. The sign to be added to the ladder structure was approved but, as other banners were not appropriate for a historic district, they were allowed for a two month period. In November an application was received from Edward Jones Investments to add a sign to the ladder sign structure at 1161 Main Street. The application was approved.

Committee members extend their thanks and appreciation to David Lindberg for efforts in assuring that those wishing to make changes in the historic districts are advised of the need to submit an application prior to these changes happening. David's attendance and input at our meetings has been appreciated.

CULTURE HISTORIC DISTRICT COMMISSION

The HHDC thanks the Holden Congregational Church and T-Mobil for coloring the steeple panels to match their original patina. The members of the Holden Historic District invites the public to our scheduled meetings and welcomes your ideas and comments.

Susan Kowalczyk Holden Historic District Commission

COMMITTEE REPORTS 250TH ANNIVERSARY PERMANENT GIFT COMMITTEE

Marilynn Foley, Chairman Roy Fraser III Emma Riffelmacher

The Bandstand is a permanent gift to the Town of Holden in commemoration of the 250th Anniversary celebrated in 1991. Many volunteer hours and materials were donated for the construction of the Bandstand. Since the summer of 1992 Sunday concerts have been held at the Bandstand from 6-8 P.M. A variety of performers have performed offering different types of music. The concerts have been sponsored by businesses and organizations in Holden and in some cases surrounding towns and the Holden Cultural Council. The Committee is grateful for the support it has received throughout the past 27 years. The Committee also raises fund through Light-A-Light at Christmas for those who wish to light a light on the Christmas tree in memory or honor of someone. (The donation list is published on the town web site www.holdenma.gov). The Committee also passes "the bucket" at the concerts for voluntary Contributions for upkeep of the Bandstand. In case of inclement weather the concerts are held in the Senior Center.

The Committee begins planning for summer concerts in the late fall and early winter and decorates the Bandstand for the holidays. The Concerts are promoted on the programs passed out at concerts, local newspapers, Bandstand sign, the Town light sign at corner of Main and Shrewsbury Streets and on the Town website. The Bandstand is available for use for local events.

The Committee is looking forward to our 28th year of providing a variety of music on Sunday's.

Again we are thankful for the continued community support and our faithful concert audience.

2019 Bandstand Sponsors: Cornerstone Bank, Holden Cultural Council, Janice Mitchell Real Estate, Gibbs Realty, Inc., McDonald's of Holden, Urgent Care of Holden

Business Donors: Cheoy Lee's, Miles Funeral Home, Oriol Health Care, Inc., Pepsi Cola Bottling Co. of Worcester, Steve's Pizza, West Boylston, Sunnyside Ford, Village Repair, West Boylston Seafood, Wong Dynasty

Program Printing: Gibbs Realty, Inc.

COMMITTEE REPORTS 250TH ANNIVERSARY PERMANENT GIFT COMMITTEE



Sundays 6 - 8 p.m. 1130 Main St.

July 7	Illusions sponsored by Gibbs Realty, Inc. 5-Piece Band Playing Music for All Ages
July 14	Rhythm sponsored by Holden Cultural Council Great Dancing and Listening Music from the 20's to the 90's
July 21	Wachusett Community Band sponsored by Janice Mitchell Real Estate Show Tunes, Popular and Classical Artists, Marches
July 28	Rachael and Western Partners sponsored by Urgent Care of Holden Classic Country Tunes from Legendary Artists
August 4	Rick Barron and the Quavers sponsored by Holden Cultural Council Favorite Country Rock and Roll from Country Artists
August 11	Slograss sponsored by McDonald's of Holden Acoustic American Bluegrass
August 18	Holdin' Back Band sponsored by Cornerstone Bank Oldies, Patriotic, Rock and Roll and Sing Alongs

The Holden Bandstand Committee would like to give a special thank you to all of the 2019 **Sponsors** and **Business Donors** who make these concerts possible. Thank You.

Cheoy Lee's	Sunnyside Ford
Miles Funeral Home	Village Repair
Oriol Health Care Inc.	West Boylston Seafood
Pepsi-Cola Bottling Co. of Worc.	Wong Dynasty
Steve's Pizza	

Program printing funded by Gibbs Realty, Inc.

In the event of rain, the concerts will be held inside the Senior Center.

**The Committee passes the "bucket" at each concert for voluntary contributions to maintain the Bandstand. **

COMMITTEE REPORTS AGRICULTURAL COMMISSION

James Dunn – Chairman Chris Hugo – Vice Chairman Thomas O'Shea Ryan MacKay Maleah Gustafson Vacant Vacant

2019 was a productive year for Holden's Agricultural Commission. We continue to promote local farming in Holden and act as a resource for farm related education and economic development for our populous, as well as expert advice in agricultural related topics for the Town Manager, Select Board, and other departments.

We recognize that agriculture in a bedroom community also means backyard ventures that produce for the dinner table, the farmers market, and as a hobby that serves to preserve hygienic, ecological, communal, and efficient techniques that should help maintain the roots of production for our future generations.

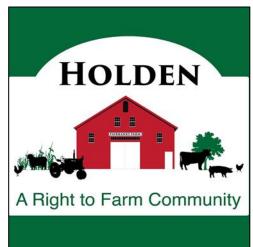
We are a voice for open space and the ways of our agricultural past, that add to the value of the land in livability and bring pride and attractiveness for those within and outside our borders.

We continue to conduct educational workshops on agriculture-related topics geared to the general population. This year we coordinated a *Fruit Tree Pruning* workshop, co-sponsored with the Rutland Agricultural Commission. This very successful effort was held in two parts; a classroom session at the Holden Senior Center and two weeks later, a 'hands-on' follow-up for actual pruning practice held at Sholan Farms Orchard in Leominster. Later in the spring, we planned a *Love Your Soil* workshop geared to understanding and improving soil health for homeowners and gardeners. *Food Preservation* was the topic for the late summer workshop and was followed by a *Hand Tool Sharpening* workshop in late fall. Chris Hugo recorded each of the workshop presentations and made them available on local cable TV and YouTube as a continuing resource for interested parties. Eileen Charbonneau and Maleah Gustafson worked hard on promotion of these town sponsored seminars.

This year we said goodbye to two long-time members. Our Chairmen, Dr. Steven D'Aquila resigned when he moved his legal residence to Spencer. Secretary Eileen Charbonneau left the Commission to have more time for pressing family matters. We will miss their effort and enthusiasm dearly. James Dunn was elected the new Chairman and Chris Hugo will move forward as the Vice Chair of the Commission. We are actively recruiting new members to fill the two vacant positions.

The Ag Comm sub-committee, created last year and, charged with evaluating and rank ordering all the Chapter 61, 61A, and 61B properties in Holden, made good progress toward their goal. Evaluation and ordering of all 56 Chapter 61A parcels and all 17 Chapter 61B properties has been completed. Work on the Chapter 61 properties was begun. When this effort is fully completed and documented, it should provide a valuable resource for land conservation efforts in the future. In a related effort, the Town continued to fund the Ag Commcreated Open Space Preservation Fund in the FY 2020 budget. A total of \$250,000 could be utilized should a desirable property become available for preservation.

An on-going responsibility of the Ag Comm is to coordinate the Town's review of properties removed from Chapter 61



COMMITTEE REPORTS AGRICULTURAL COMMISSION

status in order that authorities can determine whether to exercise the Town's first –right-of-refusals on the proposed sale of these properties. This year, three properties were reviewed and after careful consideration by Town boards and committees and review by local non-profit land conservation agencies, it was the AG Comm's recommendation that the Board of Selectmen not exercise the first right of refusal on the sale.

Our group has voiced support for two Holden-based "Agri-tourism" ventures, which we hope gain in popularity and town support. They include Lilac Hedge's "Back 40 Festival" and Summit Wynd's "Lavender Festival."

We have continued to support the Holden Farmer's Market by coordinating support from Town officials and in purchasing a new banner hung over Main Street. We hope this has helped the Market vendors flourish and for their products to continue to be a resource for the populace.

2019 marks the tenth year of existence of the Holden Agricultural Commission. We are proud of our accomplishments and expect the next ten years will bring more.

COMMITTEE REPORTS COMMUNITY GARDEN COMMITTEE

Marcia Hastbacka – Chairperson Katye Brier Jessica Cosenza – Liaison to Davis Hill Elementary School Julie McCarthy Michael Trigiano Gina Tutela

The Holden Community Garden Committee had a most successful gardening season with many items on our to-do list accomplished. The cisterns with the water catchment system provided enough water for all the individual garden plots. Due to an abundance of rain, the cisterns were kept filled with rainwater and we did not need to have them filled by the Fire Department during the growing season. There was an overabundance of produce and we were able to supply vegetables to the Senior Center and other Holden residents, which is one of our goals.

Jess Cosenza, one of our members, applied for a Grant from Fiskars Orange Project and we were one of the lucky recipients of \$1500.00 worth of Fiskars garden tools and a \$1000.00 gift card to purchase needed supplies. We will be using the monies for lumber and supplies to make 2 raised bed tables that will be added to the garden for the 2020 season. This will be a much needed addition as there are some residents who would like to have a garden, but are physically unable to plant in the type of plots we have at present.



The DPW has been most helpful with providing the garden with wood chips to outline paths and individual plots as well as cutting and maintaining the area presently not being used for garden plots. As we continue to grow, this area will eventually be used to expand the Garden. At the end of the year, the DPW provided the garden with a huge storage shed that will be used to store all the tools. This shed was most needed as we now have a locked place to store our tools, and the Committee thanks the DPW for their continued assistance and support.



We also have 2 Girl Scout projects and 1 Eagle Scout project working on the garden. Brett Jatrinski of Boy Scout Troop 175 earned his Eagle Scout by building a Kiosk for the Committee to post notices, events, etc. It is located under the cistern nearest the access road. We also have 1 Girl Scout who is building a walking trail in the wooded area at the far end of the garden. This should be completed by next summer. The other Girl Scout project is a perennial garden with a spice wheel as well as a bridge with plantings that will beautify the area and be used for Girl Scout "Bridging Ceremonies".

We welcome any residents to our meetings and invite them to participate in the Garden. If you want to have a garden plot, applications are available online

at www.HoldenMa.Gov or at the Starbard Building. Let's all help to make the Community Garden a beautiful asset to our Town.

COMMITTEE REPORTS COMMUNITY GARDEN COMMITTEE

2019 HOLDEN COMMUNITY GARDEN AT DAVIS HILL

Composting Continues and Brings Mrs. Nicole Pisano The Secretary's Award for Excellence in Energy & Environmental Education Gardens can serve as living laboratories in which students see and experience firsthand what they are learning and, in turn, apply that knowledge to real-world situations. When

students engage in hands-on gardening lessons, they show an increase in positive attitudes towards content material and learning, in general. In spring 2019, Mrs. Nicole Pisano was awarded "The Massachusetts Secretary's Award for Excellence in Energy & Environmental Education" for her work on composting in the classroom, and for continuing to foster ideas for The Davis Hill Holden Community Garden. Her nomination was written by Jessica Cosenza of the Holden Community Garden Committee as a way to highlight how Mrs. Pisano's work continues to push Davis Hill students to exceed the Mass State Standards in Science and Sustainability studies. This invaluable contribution allows for composting in the classroom, which successfully has students measure differences between composting indoors vs. outdoors, and analyze data from tests of two objects designed to solve the same design problem to compare the strengths and weaknesses of how each object performs.*



(*borrowed from the Copy of Mass STE Standards and Sustainability)

Holden Garden Club Awards \$300 for soil amendment projects

The Holden Garden Club continues to provide great support to The Davis Hill Holden Community Garden. In 2019, the Garden Club awarded a \$300 grant to the Davis Hill School for its incorporation of locally sourced organic compost material to allow for adequate soil amendments. The grant recognizes the importance of ongoing projects at Davis Hill for the purpose of advancing knowledge of the natural sciences, horticulture, and the environment in the Holden Elementary School System. This project was an outstanding model for the Davis Hill community and students, as it looks at the carbon cycle and models conservation. The project was designed and applied for by Jessica Cosenza of the Holden Community Garden Committee, incorporating the research and data compiled by Mr. Vincent's 4th grade testing on pH in our garden soil. The remaining funds from that grant will be applied further in 2020 to allow students to retest the soil in the spring. A group of dedicated students will then further apply the scientific method to predict, plan and implement new ideas for improving soil in the garden.





COMMITTEE REPORTS COMMUNITY GARDEN COMMITTEE

The Davis Hill School was awarded a \$200 mini grant to develop a "Garden Literacy Library " for staff and



students to enjoy. The application was written by Jessica Cosenza of the Holden Community Garden Committee. By working with teachers and following models of other school gardens, Ms. Cosenza was able to obtain the mini grant funds and purchase engaging literature to meet ELA standards at all grade levels, while encouraging curiosity about the garden and all that it has to offer.



2019 PLANTS AND PARTICIPATION

This past school year ended early, but the classes had the chance to get out and enjoy the garden before the summer break. The kindergarten beds were brimming with herbs and flowers, and the first grade class planted a very successful flower and herb garden as well. The 5th grade participated in planting a "Pizza Garden", to demonstrate the fruits, vegetables, and herbs that help make a great tomato sauce, symbolic of their efforts on the spaghetti supper which kick starts their fundraising at the beginning of every year. Many of the plants were started from seeds in the classrooms, and there was tremendous support received from the Mount Wachusett Community College Greenhouse. The generous donation of plants from that college program was greatly appreciated!



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 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.

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 site visit and detailed walk-through of the 18 Industrial Drive property. The November 8th meeting was a joint meeting with the Board of Selectmen and Finance Committee.

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.

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.

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 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 work 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 (STM) 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.

Subsequent to the approval of funds at the STM and ballot vote, the DPW Facility Committee commenced work on the contract documents that will be required when publically bidding this project. Working closely with the Owner's Project Manager (OPM) and the design/engineering team, the Committee worked diligently with the Public Works staff to ensure the needs of the department and the Town were met while keeping the project within scope.

2019 brought not only a healthy economy, but also a strong job market. This market increased construction costs beyond what was anticipated. The project accounted for historical inflation throughout the project timeline; however, these above-normal increases in the construction industry could not be predicted. Multiple independent construction cost estimates performed confirmed the worst as the estimates revealed an approximate increase of 14% in under one year. As a result of this news the project team and OPM worked closely with the Committee to identify measures to control overall project costs in response to the changing construction market conditions. Some of the key cost control measures included refining the overall building program to reduce and/or consolidate spaces creating a smaller footprint and reducing overall building costs.

Other notable measures include:

- Completion of an early site package to install the water service into the site using specialty contractors thereby eliminating general contractor markups
- Deferring of non-critical industrial equipment purchases (inside the facility)
- The use of cost effective exterior façade building materials
- Elimination of the knockdown pad catwalk
- The use of an alternate cost effective salt storage structure (tension membrane structure) in lieu of a conventionally framed hi-arch gambrel wood structure
- Reduction in the size of the stand-by generator
- Utilizing Town-contract pricing for paving
- Sring required utilities (water, sewer and electric) into site for future connection by the site contractor

The first quarter of 2020 will involve scrutinizing and prioritizing these cost-control measures by the Committee with the help and expertise of its OPM and the design team. The project design plans and specifications continue to progress as we prepare for the project going out to bid in March 2020.

The DPW Facility Committee thanks the residents for their continued support and investment in its employees and its critical infrastructure. We look forward to another productive year ahead as we advance this project toward construction in 2020.

Daniel Nason, Chairman

COMMITTEE REPORTS ECONOMIC DEVELOPMENT COMMITTEE

Jessica Milliken – Chair Christina Andreoli Chiara Barnes Kathy Diel Andrea Figueroa Ben Figueroa Adam Gerhart Jennifer Stanovich

The Holden Economic Development Committee (EDC) is a nine member, volunteer commission appointed by the Town Manger. The goal of the EDC is to work with existing businesses to encourage and assist their continued commitment to remaining in the Town of Holden as well as promote and aid their expansion and growth in the community. Additionally, the EDC encourages, assists, and guides local commercial enterprises in the creation of unique events and/or festivals that will involve town-wide participation for residents, multiple business, and/or town facilities. The EDC also works to attract and encourage the location of desired industrial, commercial, and technological enterprises within the Town of Holden.

The EDC works closely with both the Board of Selectmen and the Wachusett Regional Chamber of Commerce to identify issues effecting local businesses and to recommend opportunities for growth and assistance.

2019 SPECIFICS

2019 marked the first few months of the EDC's activities. Since first convening in August, the EDC has done the following:

- Halloween in Holden: created and implemented this new event that saw over 300 children and their families trick or treat at more than 25 Holden businesses
- Holidays in Holden: coordinated a holiday events calendar listing all holiday events occurring at local businesses; worked with local business Seven Saws Brewing Company to obtain a donation for additional Christmas tree lights and decorations for the downtown Christmas Tree Lighting
- Future activities include the creation of a master list of Holden Businesses, a small business resource website, and additional Town events.

COMMITTEE REPORTS ECONOMIC DEVELOPMENT COMMITTEE



COMMITTEE REPORTS EAGLE LAKE COMMITTEE

Gerald Kersus – Chairperson Steven Isabelle – Vice-Chairperson Mark Aucoin – Secretary Dan Marinone Earl Nezuch Tara Prosser Brian Vitalis



The BOS chartered the Eagle Lake Committee in 2017 to review the state of Eagle Lake along with existing and potential recreation uses and to provide the Town various possible options to develop, fund and utilize the lake and recreation area for the citizens of Holden.

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. The ELC met several times in 2019 to discuss the status of the recommendations contained in the Final Report and to discuss the possibility of constructing an adult-oriented recreation facility on the Eagle Lake Recreation Area.

Two members of the ELC (Gerry Kersus and Dan Marinone) met with an environmental scientist (Kristin Dippold) from Tighe & Bond and the Director of the Office of Dam Safety (Bill Salomaa) to review the ELC Final Report and to provide additional input to the State's study of several high-risk dams.

<u>Member</u>		Date Appointed
David J. White (a)	Chair	10/21/2013
Paul L. Challenger (b)	Chair	07/08/1998
Chris Lucchesi (c)	Vice-Chair	02/26/2017
Marilynn L. Foley Clerk		03/05/2000
Stephanie Adams		08/15/2019
Alan R. Berg		12/18/2002 (Resigned 6/30/19)
Joseph Dolak		12/08/2010
Donald Graves		11/19/2017
John Lambert		02/26/2013
Karl Makela		05/25/2011 (Resigned 3/26/19)
Jane Titcomb		08/28/2019
$a = Chair \frac{1}{1} \frac{1}{10} \frac{6}{20} \frac{10}{10}$		

a – Chair 1/1/19-6/30/19 b – Vice-Chair 1/1/19-6/30/19, Chair 7/1/19-12/31/19 c – Vice-Chair 7/1/19-12/31/19

BACKGROUND

The Finance Committee (FinCom) is a volunteer committee mandated by the Holden By-Laws and appointed by the Town Moderator 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 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 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 $\frac{1}{2}$ % (Prop 2 $\frac{1}{2}$) 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 2020 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 1/2, 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 1/2, 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, the Mountview Middle School Project and the Public Safety complex, but there are various smaller exclusions as well.

In 2019 the FinCom reviewed and made recommendations on the Fiscal Year 2020 Town Budget. For the 8th consecutive year the approved budget did not require increasing property taxes by the maximum allowed under Prop 2 ¹/₂. Holden currently has the ability to raise an additional \$1.0M each year from property taxes under this state law, which provides the Town with great financial flexibility and helps sustain our high credit rating of AA+ from Standard and Poors. 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, increased the tax rate from \$17.44 per thousand of assessed value to \$17.77, an increase of 1.9%. However, combined with a 2.0% increase in the average assessed value of properties, the taxes on the average house increased 3.9%, or \$224. The taxes on the average house (valued at \$333,260) will be \$5,922 during FY20.

FY 2020 BUDGET REVIEW

This budget was built on expected revenues of \$54.9M, up \$1.8M, or 3.4%, from FY19, driven primarily by higher property tax revenues of \$1.8M. The Tax Levy provides almost 80% of the General Fund revenues available each year. State aid was up 2.2% (\$47,756) and local receipts increased 0.9% (\$51,078). Finally, taxes collected to pay for excluded debt incurred for previously approved capital projects decreased 2.2% (\$132,175).

The chart on the next page is a high-level summary of the operating budgets for the past five fiscal years, not including debt excluded payments.

	FY16	FY17	FY18	FY19	FY20	AVERAGE ANNUAL INCREASE OVER 5 YEAR PERIOD
General Government	5,358,266	5,648,765	5,799,704	6,240,364	6,314,976	3.6%
Public Safety	4,888,402	5,184,975	5,389,495	5,472,541	5,803,958	3.7%
Public Works	2,784,425	2,850,342	3,008,671	2,890,526	3,018,697	1.7%
Culture/Human Services	1,168,844	1,215,695	1,220,272	1,250,118	1,284,674	2.0%
Capital	1,020,000	1,069,000	882,000	1,100,540	951,000	-1.4%
Other Expenditures	2,010,376	2,246,769	1,716,867	1,975,811	1,808,646	-2.0%
Municipal Operating Budget	17,230,273	18,215,546	18,017,009	18,929,900	19,181,951	2.3%
% of Tax Supported Budget	42.7%	42.6%	41.0%	40.5%	39.3%	
School Budget	20,887,684	22,133,991	23,305,888	25,021,062	26,531,318	5.4%
School Transportation	1,396,905	1,573,421	1,839,318	2,004,018	2,204,518	11.6%
School Capital Project		160,000				
Montachusett Assessment	836,743	723,709	799,232	835,988	901,029	1.5%
Education Operating Budget	23,121,332	24,591,121	25,944,438	27,861,068	29,636,865	5.6%
% of Tax Supported Budget	57.3%	57.4%	59.0%	59.5%	60.7%	
Total Operating Budget	40,351,605	42,806,667	43,961,447	46,790,968	48,818,816	4.2%

Holden continues to see rapidly increasing education costs. With spending on education (the total of both the Wachusett and Montachusett Regional School Districts) exceeding 60% of the Town's tax levy-supported budget, increases in education funding are having dramatic impacts on the budgets of the Town's other Departments, commonly called the Municipal portion of the budget. Total Town revenues are forecasted to increase by \$1.8M. The education budget is increasing by \$1.8M, consuming 98.5% of all new revenue and leaving only \$26,203 for funding increases to the Municipal budget.

Overall, the Wachusett Regional School District (the WRSD) budget for FY2020 increased 3.85%. Before the budget season began, the FinCom organized a regional meeting of the Finance Committees from all 5 towns in the Wachusett District. At this meeting a consensus emerged that the WRSD budget should increase no more than 3.5%. However, understanding the importance of the WRSD full-day kindergarten implementation and the other initiatives being undertaken, and how close the budget is to the goal, the FinCom voted to recommend that Town Meeting approve the proposed budget.

The WRSD budget increased from \$94.2M to \$97.8M, an increase of 3.85%. The required minimum spending for Holden increased 5.44% per state mandate (note that state aid to the WRSD increased only 2.55% to fund these mandates, requiring the towns to pay more). In addition to the required spending

increase, the WRSD requested an 8.85% increase in funding from Holden for other operational costs to provide a superior education for our students. Budget increases are primarily due to the implementation of full-day kindergarten, contractual obligations, increases in out-of-District tuitions, increased funding for technology and instructional support and increased utility costs.

For FY20, Holden is adding an additional 39 students, while the other four towns are seeing reductions in students totaling 123 students. This swing has brought Holden's share of the WRSD up to a record high of 46.5%. So, we are taking a bigger share of an increasingly larger pie supported with less state aid. This change in student counts, combined the inadequate increase in state aid, means that Holden's share of the budget is \$1.7 million, or 6.2%, higher than FY19.

The WRSD assessment to Holden was 6.35% higher than the previous year, which was in turn 7.5% higher than the year before. Over the 5-year period, the average increase in the WRSD assessment has been 5.6%. Since the Town's ability to raise taxes is limited by Proposition 2 ¹/₂, increases like these in the largest budget line put great stress on the rest of the budget.

In order to keep the overall budget reasonable, increases to the Municipal side of the budget have been constrained to an average of only 2.3% over the last 5 years. Capital expenditures (purchases of equipment and vehicles) have taken the largest hit. Deferring capital purchases is not a strategy that can be used in perpetuity. At some point, major pieces of equipment and vehicles will need to be replaced. The Town is also contributing less to the Stabilization fund, the Town's overall savings account, and other savings accounts. This may impact the ability to respond to future negative financial situations without unduly impacting taxpayers. The FinCom has set a goal of having 15% of the operating budget saved in various savings accounts. In FY20 it is projected that we will be at 10.7%.

During the FY20 review process the FinCom identified and removed approximately \$400,000 in proposed spending from the Municipal budget, primarily by deferring capital expenditures identified as non-critical.

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 latest 5-year period, the only full-time Municipal positions added have been twelve new Public Safety employees, consisting of four new Regional Dispatch Center employees (who are shared with our neighboring communities), six new firefighters (substantially paid for by a federal grant) and two police officers. No other department has added any full-time positions. Given the changes in the Town's population, miles of road to maintain, increasing complexity and other growth factors, this is a remarkable record.

In the summer of 2018, after the FY19 budget was approved, the Town was notified that it had been awarded a "Staffing for Adequate Fire and Emergency Response (SAFER)" grant from the Federal Emergency Management Agency (FEMA) in the amount of \$926,818 over three years. The grant provided for the hiring of six new firefighters, paying 75% of the salary, training and equipping of the new firefighters for the first two years and 25% for the third year. The additional staffing will allow for significant decreases in both overtime and call firefighter costs. The net cost increase to the Town for FY20 will be minimal in the first couple of years. When the grant is lessened in future years the Town will need to decide whether to retain the firefighters and increase taxes to cover the cost, or to eliminate some or all of the positions.

In the FY19 budget a study of all Town buildings, including schools, was funded, which would allow the Town to properly anticipate and financially plan for the continuous upgrades, replacements and

expansions of our buildings. The report recommends millions in roof renovations, HVAC upgrades and structural improvements over the next 10 years. In FY20 the Town will begin making as many of the smaller, easier improvements as possible while also planning, designing and bidding out the more significant projects for implementation in future years.

Health insurance is guaranteed to municipal employees after they retire in all communities in Massachusetts. Funding this liability is an ongoing budgetary quagmire for most towns. Holden was one of the first communities to begin setting aside funds to meet this obligation in the future and currently has over \$3.2M invested, reflecting about 25% of the total obligation. The FY20 budget calls for contributing an additional \$458,446. In 2018, as part of the collective bargaining process, a 1% contribution of wages from all employees hired after January 1, 2019 was negotiated. This policy was then extended to cover non-union employees as well. The funds invested and the employee contribution will have a very positive impact on the Town's bond rating as the rating agencies see the Town addressing this serious issue in a responsible way.

At the May Annual Town Meeting, the Finance Committee recommended, and the Town Meeting supported, passage of each budget article.

2019 marked the culmination of Alan Berg's service to the Town, for many years as a leader of the DPW and for the past 17 years as a member of the FinCom. We will greatly miss Al's dedication, attention to detail, fierce defense of the Finance Committee's place in Town government and encyclopedic memory of Town history, and we wish him the best in his future endeavors.

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. We look forward to providing advice which will be viewed as objective, reasoned and independent by a majority of our citizens.

Paul Challenger Finance Committee, Chair

COMMITTEE REPORTS RECREATION COMMITTEE

Lisa Post, Chair Erin O'Neil Bradbury, Co-Chair Melissa Staiti Robin Grady Robin Owens

The Recreation Committee is an advisory board to the Recreation Director, Denise Morano. The

Committee meets monthly to discuss town recreation sites, program offerings and Department procedures. The Committee assesses town recreation opportunities, welcomes input from town residents and makes suggestions and recommendations to the Recreation Director. The Committee sponsors an annual event on the first Saturday in December which includes the lighting of the tree at Town Hall along with the arrival of Santa by fire truck. The Girl Scouts carol during the event, and hot chocolate and freshly popped popcorn are available in the Congregational Church. The event is free and open to all town residents.

In 2019, the Recreation Department continued its work offering before and after school child care at the three town elementary schools for working parents, summer programs at the Town's Dawson Recreation Pool Area including day camps, swimming instruction, drama, arts and crafts, and tennis lessons, and a myriad of classes and fitness programs. Classes included a babysitter's training class for children aged 11-14 to learn babysitter safety training, karate, and



fitness classes including Yoga. The Department also runs the Men's Basketball pick up league Thursdays at Mayo Elementary School and the Women's Volleyball pick up league at Mountview Middle School.



Anyone interested in joining the Holden Recreation Committee can obtain information by contacting the Town Managers Office or by filling out the "Do Something Questionnaire" available at Town Hall or on the Town of Holden website.

Erin Bradbury, Recreation Committee

COMMITTEE REPORTS WACHUSETT EARTHDAY INC.

Wachusett Earthday Inc. (WEI), a seven town collaborative effort founded to provide a local and environmentally responsible solution to the disposal of difficult items and hazardous substances, operates at the Wachusett Watershed Regional Recycling Center at 131 Raymond Huntington Highway in West Boylston on property owned by the MA Department of Conservation and Recreation (DCR). Funded in part by the seven towns of Boylston, Holden, Paxton, Princeton, Rutland, Sterling & West Boylston, and supported by the MA Department of Environmental Protection, WEI provides, as well, a place to share gently used but still serviceable household items. The facility is staffed almost exclusively by a large number of dedicated volunteers from numerous member and surrounding towns.

The past year again saw an increase in site usage during our open hours of Tues (9-11), Wed (2:30-4:30), Thurs (5-7) and every third Sat (8-11). WEI continued to close Thursday evenings for the months of December, January & February (opening on the first Saturdays of those months). A total of 146 collections was held in calendar 2019 with 31,521 vehicles coming through the site (an increase of 3,814 over 2018's total); total gallons of HHP collected increased from 8,968 in 2018 to 9,198. In addition 1,261 gallons of latex paint was diverted for recycling. Mattress/box spring recycling continues to be successful – over 1200 mattresses were sent for recycling versus landfill or incineration in 2019.

The on-site solar array defrays some of the cost of our electricity and WEI has sold several hundred dollars of SREC's on the solar market. In 2019, fencing to protect the solar array was installed. The remainder of the site also was paved using road millings (at a reduced cost over traditional paving), easing the work of the DCR plows as well as reducing dust and debris tracked into the building and keeping. WEI began working with a styrofoam recycler to take clean packing styrofoam collected onsite for reuse. We have been able to recycle 160 cubic yards of styrofoam over the last 6 months of 2019.

Wachusett Earthday continues to partner with multiple local social service and charitable organizations such as More Than Words, Fresh Start Furniture Bank, NuDay Syria – a more comprehensive list will be added to our website in 2020. Our small retail department continues to grow in popularity as well as providing a financial boost to the center in general, helping to offset the rising costs of recycling. We continue to sell composters at discounted rates.

Six HHP (household hazardous products) collections were planned for 2019 and five were held. Three free document shredding days were held. The site closed for both the Christmas and New Year's weeks to give our volunteers some time off. Document shredding will be offered again in 2020 and, as of this writing, we do not yet have dates for HHP collections.

The focus of 2020, in addition to continuing collections along the current schedule, will be on education. Continued increases in materials disposed/discarded indicates that people are not yet changing their



purchasing habits. With increased outreach and community contact in person and on social media, we hope to encourage people to make wise decisions when making purchases, disposing of waste and utilizing our natural and manufactured resources. We plan to attend as many town-sponsored events as possible to share information and suggestions for responsible disposal, reuse, recycling and general waste reduction.

In 2020, holiday closings will be January 1st and the weeks of Christmas and New Year's.

COMMITTEE REPORTS WACHUSETT EARTHDAY INC. 2019 MEMBERS OF THE WACHUSETT WATERSHED REGIONAL RECYCLING CENTER TOWN REPRESENTATIVES:

Boylston: April Steward/Allison Mack Rutland: Sheila Dibb/Michael Nicholson Holden: Pam Harding/Wendy Brouillette Sterling: Ross Perry/Paul Lyons Paxton: Carol Riches/Sheryl Lombardi W Boylston: Nancy Lucier Princeton: Art Allen WEI: Helen Townsend/Mark Koslowske/Norma Chanis MA DCR: John Scannell

2019 BOARD OF DIRECTORS

Connie Burr Norma Chanis (Clerk) William Cronin Susan Farr Tim Harrington (Treasurer) Michael Kacprzicki Mark Koslowske (VP & Operations Manager) Patt Popple Vanya Seiss, Helen Townsend (President) New Board Members in 2019: Morgen Frye, Ronaldo Lu Retired Board Members in 2019: Robert Troy

Submitted by Helen Townsend

COMMITTEE REPORTS WACHUSETT GREENWAYS WACHUSETT GREENWAYS BOARD OF DIRECTORS:

Colleen Abrams, Chair Troy Milliken, Treasurer Michael Peckar, Secretary Christy Barnes Richard Barry Christopher Ryan Stephen Chanis

25 YEARS OF PARTNERSHIPS TO CONNECT OUR COMMUNITIES



Wachusett Greenways (WG) thanks the partners who have brought us to 25 years of connecting our communities with trails and greenways. Thank you to every WG member, donor and volunteer, eight central Massachusetts Towns, the Commonwealth of Massachusetts, the MA Department of Conservation and Recreation (DCR), the United States Department of Transportation Federal Highway Administration, the Massachusetts Division of Fisheries and Wildlife, Mass Office of Travel and Tourism, Worcester County Sheriff's Department Community Service Program, each legislator, many local foundations, several regional schools and colleges, several non-profit organizations, and businesses.

EACH OF EIGHT TOWNS PARTICIPATE

All eight partner towns--Barre, Holden, Oakham, Paxton, Princeton, Rutland, Sterling and West Boylston--contributed toward Wachusett Greenways operating expenses and care of the Mass Central Rail Trail in FY 20. Wachusett Greenways is deeply grateful to the citizens, select board members, town administrators and manager each town for their encouragement and for their enthusiasm for the Mass Central Rail Trail.



Holden DPW Building and Grounds Foreman Jeremy Glynn

COMMITTEE REPORTS WACHUSETT GREENWAYS REACHED THE GOAL OF 1000 WACHUSETT GREENWAYS DONORS

A record number of 1002 donors contributed to WG in 2019 including 160 new members. Donors came from 126 different towns and 24 different states. 513 of the WG donors made gifts to Wachusett Greenways' MCRT Construction Fund. Nearly 200 volunteers of all ages help each year.

STRETCHING ACROSS THE COMMONWEALTH

Twenty miles of the treasured Mass Central Rail Trail (MCRT) are open and being cared for by WG and our partners. Now we are working to complete the remaining ten miles of the central 30 mile section of this prized multi-use trail for recreation, transportation and health. Year round neighbors and visitors benefit from the MCRT between Sterling and Barre. To the east and to the west of our region, the Commonwealth and others are constructing new sections of the MCRT along the 104-mile corridor between Northampton and Boston.

MCRT CONSTRUCTION AND RESTORATION PROGRESS

Mass Central Rail Trail construction projects advanced in 2019 through the DCR Recreational Trails Program and the new MassTrails Program grants with Wachusett Greenways match included are:

- Phase II to restore the section in West Boylston at Thomas Street to I-190.
- Phase II of new construction of the 0.8 mile section in West Boylston along old Pleasant Street between Route 140/Beaman Street and Prescott Street.
- Phase I of reconstruction adding an accessible-grade bypass for the connector section in Holden between River St. and Manning Street.
- Phase I--temporary deck repair of the bridge in Sterling at the Quag/West Washacum in preparation for renovation or replacement of the bridge.
- Phase I planning for reconstruction of the trail for accessibility at Whitehall Road in Rutland.
- Phase I of design for new construction of the 1.9 mile section in Holden from Mill Street to Princeton Street.

The DCR solicited design and engineering for the new bridge connection at the Route 140/ Beaman Street causeway in West Boylston in 2019. Progress was interrupted when anticipated design cost exceeded the funds allocated. The Commonwealth and Wachusett Greenways will continue to seek an effective plan for completing this key MCRT connection.

Projects which WG is working to advance in 2020 include a MassTrails grant proposal to reconstruct the MCRT in Holden between Manning Street and Route 31 at Mill Street with accessible grades and the MCRT connection in Rutland at Miles Road.

GRATITUDE FOR MCRT STEWARDS

Wachusett town Departments of Public Works and WG volunteers mowed trail shoulders to maintain the MCRT. WG trail patrollers removed parking lot litter, checked portable toilets, and removed downed

COMMITTEE REPORTS WACHUSETT GREENWAYS

branches. WG trail volunteers removed dead trees and cleaned drainage ditches. WG also hired snowplowing for the River Street, Holden parking lot.

REACHING OUT

WG volunteers participated in the Moving Together Mass DOT conference in Boston, the biannual MassTrails conference in Leominster, and the annual Mass Land Trust Conference in Worcester. WG also participated in UMass Med School's Earthday Celebration, Sterling Celebrates! and Holden Days. Greenways directors continued to collaborate with other Commonwealth groups working on rail trails. Greenways held hospitality days at the MCRT, welcoming new members and volunteers.

21 MILES ROAD RUTLAND

Greenways kept tools here for trail maintenance and tended the vegetable garden shared by volunteers and visitors. Doug Hagman Landscaping generously donated mowing and leaf removal. Sentry Oil contributed heating oil.

OUTDOOR EVENTS

WG provided outdoor events each month. Volunteers led walks, bicycling, canoeing and other outdoor adventures.



SAYING GOODBYE

Two amazing Greenways friends passed away in 2019. On February 19, Ruth Spaulding passed away. Ruth was the Springdale Mill Committee Chairman who led the annual September celebration at the mill site, and rallied her whole family to help. She offered warmth and hospitality to all, and she is greatly missed. On December 12, Ed Yaglou passed away. Ed led the way to connecting our community with trails for more than two decades. He envisioned the Mass Central Rail Trail, led the MCRT Task Force and created the MCRT logo now being used across the state. Ed encouraged others to serve and to lead. The Edward P. Yaglou MCRT Stewardship Fund is now established in honor of his special way of helping to sustain a community.

COMMITTEE REPORTS WACHUSETT GREENWAYS EVERY MEMBER AND VOLUNTEER COUNTS!

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

•	e purpose of the "Do-Something" project is to mobilize Holden residents to "d ir community, to volunteer free time in areas needing able manpower.	lo something" for
Name_	meAddress	
	me Phone	
Busine	siness Phone	
	cupationE-mail	
	mmunity Interests	
	ucation	
	ase check below the areas in which you would be willing to "do something" fo	r Holden.
<u>PLEASE</u>	ASE CHECK 3 COMMITTEES IN ORDER OF INTEREST (1, 2, 3)	
	250 TH 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 Si	te Submitted	
NOTE	TE In order for a resident to serve on a Town Committee, he/she m	ust be a registered

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 - 2019 Population as of January 1, 2019 – 19,143

Marriage Intentions Filed	68
Marriages Recorded	71
Births Recorded	181
Deaths Recorded	163
Certified Copies of Vital Statistics Issued	3289
Flammable Storage Renewals	21
Dog Licenses Issued	3037
Kennel Licenses Issued	3
Burial Permits Issued	91
Parking Tickets Processed	102
Business Certificates	62
Raffle Permits Issued	4
Drainlayer Licenses Processed	35
Selectmen Licenses Processed	89
Zoning Board of Appeals Decisions Received	19
Planning Board Filings Received	28
Conservation Commission Applications Received	9
Historic District Commission Applications Received	7

NUMBER OF REGISTERED VOTERS (as of December 31, 2019)

Democratic Party	2,803
Republican Party	2,096
Green Rainbow	7
United Independent Party	104
Unenrolled	8,554
Political Designations	88
Total Registered Voters	13,652

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
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