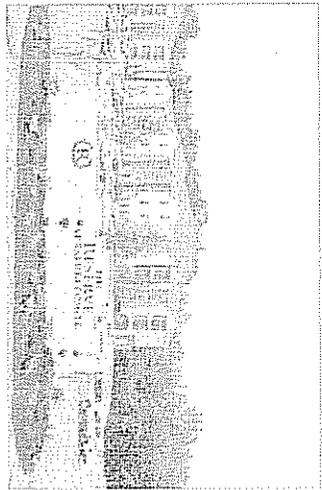


- Randy Churchey joined as President and Chief Executive Officer
- Howard Silver, former CEO of Equity Inns, a hotel REIT, joined Board of Directors
- Promoted Christine Richards to Senior Vice President of Property Operations
- Awarded ONE Plan project near the core of campus at the University of Texas at Austin
- Created the ONE Plan Plus to develop and manage graduate student housing for Johns Hopkins
- Signed agreement to develop and own 500 bed housing adjacent to University of Connecticut
- Began construction of on-campus communities at SUNY ESF and East Stroudsburg
- Awarded contract to develop a 634 bed on-campus community at Mansfield University of Pennsylvania
- Signed contracts to sell two assets at good pricing
- Pre-leasing for fall ahead of prior year



The Residence at Saint Francis, Southern Illinois University



Campus Lodge, University of Florida

Submitted by Betty Wassmundt

10/12/16

# Memo

To: Town Council  
From: Matt Hart, Town Manager *MWH*  
CC: Town Employees  
Date: October 12, 2010  
Re: Town Manager's Report

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Below please find a report regarding various items of interest to the Town Council, staff and the community:

## Council Business/Items of Interest

- *Communications Advisory Committee Recommendations* – Attached please find the referral from staff regarding the recommendations of the Communications Advisory Committee. I will include this item as a communication in the next Council packet in case you wish to discuss this subject at your next meeting.
- *Regional School District # 19 Project Referendum* - On Tuesday, September 28, 2010, the voters at referendum approved Regional School District #19's proposed renovation of the physical education/athletic facilities at E.O. Smith High School. The vote was 1,453 in favor of the project and 1,064 opposed.

## Departmental/Division News

- *Parks and Recreation* - The Mansfield Community Center is currently working with the CT Department of Children and Families (DCF), Bureau of Adoption by participating in their CT Heart Gallery. The Heart Gallery is a photo art display featuring remarkable children and youth in state care who need an adoptive family. Volunteer professional photographers give their time and talent in capturing each child's and youth's personality in a photograph portrait. The photographs will be displayed through December 2010.
- *Town Manager's Office*
  - *CCM Convention and Exposition* – Mayor Paterson, Councilor Moran, various staff members and I attended last week's CCM Convention. I served on a panel on regionalism and service-sharing, which I believe was well-received. I also attended a session on managing large construction projects, which I found informative, particularly in light of our Storrs Center project.
  - *ICMA Conference* – From Saturday, October 16 through Wednesday, October 20, I will be attending the ICMA Conference in San Jose, CA. I will be attending a number of workshops that are aligned with my personal professional development plan, as well as meetings of the Governmental Affairs and Policy Committee, of which I am a member. Maria Capriola will serve as Acting Town Manager in my absence. At your next meeting, I will provide the Council with a report on the conference and the sessions that I attend. I appreciate the Council's support of my professional development activities.
  - *Public Works Bobcat* - We still do not have any leads in the stolen bobcat case. The bobcat was stolen from a work site on Elizabeth Road in mid-September. The bobcat's VIN # is in the system in the event that it turns up. The missing equipment, valued at \$20,000 for replacement purposes, has also been reported to CIRMA, our insurance carrier. Any citizens with tips or leads related to the case are encouraged to contact Trooper Mainiero at 860-429-6024.
  - *Sustainability Advisory Committee* – the Sustainability Advisory Committee has an open seat for a Council member. The committee meets on the fourth or third Wednesdays usually at 7pm. Please let me know if you wish to represent the Council on this committee.

### Upcoming Meetings\*

- Town/University Relations, October 12, 2010, 4:00PM, Council Chambers, Audrey P. Beck Municipal Building
- Regulatory Review, October 13, 2010, 1:00PM, Conference Room B, Audrey P. Beck Municipal Building
- Public Safety Committee, October 13, 2010, 3:00PM, Council Chambers, Audrey P. Beck Municipal Building
- Mansfield Community Campus Partnership, October 14, 2010, 4:00PM, Council Chambers, Audrey P. Beck Municipal Building
- Mansfield Board of Education, October 14, 2010, 7:00PM, Council Chambers, Audrey P. Beck Municipal Building
- Planning and Zoning Commission, October 18, 2010, 7:00 PM, Council Chambers, Audrey P. Beck Municipal Building
- Committee on Committees, October 18, 2010, 7:00PM, Conference Room B, Audrey P. Beck Municipal Building
- Communications Advisory Committee, October 19, 2010, 10:00AM, Council Chambers, Audrey P. Beck Municipal Building
- Energy Education Team, October 19, 2010, 7:00PM, Conference Room B, Audrey P. Beck Municipal Building
- Conservation Commission, October 20, 2010, 7:30PM, Conference Room B, Audrey P. Beck Municipal Building
- Mansfield Board of Education, October 21, 2010, 7:30PM, Council Chambers, Audrey P. Beck Municipal Building
- Special Town Council Meeting, October 25, 2010, 6:00 PM, Council Chambers, Audrey P. Beck Municipal Building
- Town Council, October 25, 2010, 7:30PM, Council Chambers, Audrey P. Beck Municipal Building

*\*Meeting dates/times are subject to change. Please view the Town Calendar or contact the Town Clerk's Office at 429-3302 for a complete and up-to-date listing of committee meetings.*



# Memo

**To:** Matt Hart, Town Manager  
**From:** Maria Capriola, Assistant to the Town Manager, Jaime Russell, Director of Information, and Mary Stanton, Town Clerk  
**Date:** October 5, 2010  
**Re:** Letter to Mansfield Town Council from the Communications Advisory Committee

On September 28, 2010 you asked staff to please review and comment on the letter to the Mansfield Town Council from the Communication Advisory Committee dated June 7, 2010. Our comments are as follows:

*1. Request for information about specific tasks. (What hours is the Transfer Station open?" "Where do I go to vote" " How do I get a license for my dog?")*

Information regarding specific tasks is available on the Town's website which is regularly updated and through communications with Town employees either in person, by phone or by email. If the answers are not readily available to the staff member receiving the question, the citizen is directed to the appropriate office or will receive a communication providing the information.

*2. Communications about specific problems, ("There is a pothole on my street." "The streetlights aren't working." " My street still hasn't been plowed")*

At the suggestion of the Communication Advisory Committee the "Citizen Communications" header on the Town's website has been amplified. Our current Q-Scend software does allow citizens to request information from specific departments and receive updates on the status of the request. Also, all departments' phones have messaging capability so messages can be answered quickly or forwarded to the appropriate office for a response. The ticketing system currently being used by Public Works and IT works quite well for some departments, but for others it is more efficient to answer the questions or requests as received.

*3 Communications regarding Town operations. ("The Town needs to do a better job of maintaining secondary roads." "The Town needs to upgrade the area around Mansfield Hollow.")*

Staff has been discussing the option of an online "Suggestion Box" or "Opportunity for Feedback" which would allow citizens to voice concerns or suggestions and direct them to specific departments. Citizens would be able to submit suggestions anonymously or include contact information so a reply could be sent. A disclaimer noting that this format is not a Freedom of Information request would need to be included. Currently the Citizen Service Request function of Q-Scend fulfills this need, but the Communication Committee recommended an easier less formal process. The Finance Department web page currently has a form requesting suggestions for the budget which can be submitted electronically.

Director of Information Technology Jaime Russell is preparing a mock up web page for the next Department Head meeting.

#### *4. Policy regarding Communications*

The Town Council Personnel Committee is currently reviewing an Open and Transparent Government Policy which is similar to one the Board of Education recently enacted. They will soon be presenting this draft policy to the Council for review. Additionally the Town Council Rules of Procedures clearly outline the process of public participation at Council meetings. A summary of these rules will be posted at the public table in Council Chambers.

Staff is in agreement with the Communication Advisory Committees suggestion that residents be encouraged to bring concerns about administrative and procedural matters first to Town Administrators or to Council members prior to the Council meeting. The Council has scheduled office hours prior to the second meeting of each month, although recently these have been suspended until the school building project has been decided.

#### *5. Freedom of Information Requests*

All Freedom of Information material is currently available on the Town's website on the Town Clerk's page. Staff is in agreement with the Communication Advisory Committee that the information should be accessible from a variety of web pages including Communication Request and FAQs and will move forward with completing that.

The fees for FOI copies as approved by the Town Council are in compliance with state statutes. Documents that are of a general nature like budget documents, meeting packets, strategic plan information etc., are routinely distributed to the public at no charge. Additionally reading copies of such documents are available at numerous locations in Town as are viewing copies of Town Council meetings.

In addition to the Freedom of Information Policy and the brochure for boards and commissions, staff will prepare a Freedom of Information Guide for Citizens that will be available on the website, at the Town Clerk's Office, and for citizens filing FOI requests.