TOWN OF TOLLAND

REPORT OF THE TOWN MANAGER

Michael Rosen
Town Manager

November 10, 2020

Board of Education

For a Board of Education update, please visit the link below:
http://www.tolland.k12.ct.us/DistrictOffices/superintendent/superintendent_willett_s_page

Building Department

Town Projects:

- The Building Department is busy with issuing permits and performing inspections
  - Continued success closing out old, open permits
  - Daily interaction with various departments to better the Town, as a whole
  - Answered counter and phone questions from residents, contractors and Realtors
  - Every effort is made to provide the highest level of customer service
  - Much time is spent on crumbling concrete foundation concerns
- Solar permits issued this month: 12
- Calls from Fire Department/Emergency: 0 after hours; 0 total
- Work without permits: 1 cited – full compliance achieved
- Participated in Development, staff and E.O.C. meetings
- Participated in numerous discussions regarding blighted properties and junk cars
  - Building Official is the Blight Enforcement Officer
  - Received 0 blight complaint
  - Made 0 site visits
- Attended continuing education classes, as required by State Statute
- Building Department is the primary contact for all Special Event Permits
  - No Special Event permit processed
- Assisted the Zoning Enforcement Officer with field inspections
- Assisted the Zoning Enforcement Officer with illegal sign enforcement
- Conducted multiple inspections at the Birch Grove School jobsite
- Building Official and his staff spend significant time with potentially crumbling foundations
  - Building Official continues to work with CRCOG to pre-vet vendors and contractors and refine best-practices to repair crumbling foundations
  - Building Official reviewed a new foundation product, at a jobsite in a neighboring town
- Building Dept. Administrative Assistant assists other departments on an as-needed basis
- Building Official is one of the two Municipal Designees for the enforcement of the Sector Rules, regarding some businesses reopening under the Governor’s Executive Orders
Commercial

- Consultation, plan review and inspection with the Fire Marshal regarding:
  - All commercial new construction and remodeling
  - Commercial C.O.’s
  - Change of use requests
  - Special Event permits
- Conducted numerous inspections with Fire Marshal DaBica, utilizing a “team approach” to better obtain compliance and enforce life-safety codes and regulations
- Issued one order to remedy for a life-safety violation – compliance achieved same day

The October Summary Building Report is attached.

Collector of Revenue

Collections for the current fiscal year ending October 31, 2020 are $24,341,467 or 53.31%; this amount is in line with the previous year’s collections of 52.71% for the same time period. Delinquent taxes and interest in the amount of $248,221 have been collected; this is down from last year’s amount of $281,474. A large deferred account also paid in full and $50,051 was collected in deferred tax and interest. $9,801 has been collected in Motor Vehicle Fees.

This month the CT State Tax Collector’s fall meeting will be held virtually on November 19, 2020.

Finance

The Finance Department continues to work on the audit report.

We were recently notified that we received our FEMA award. We do not have all the details on the FEMA award yet.

The Finance Director submitted the request to the State CRF fund last Friday and we will await a response from the state on that grant.

Human Services

Human Services Programs

The following assistance programs are available through the Human Services Department:

- Connecticut Energy Assistance Program (CEAP/CHAP) – Applications for the 2020-2021 energy assistance program are now being processed. Fuel deliveries began on November 2 for approved households. Eligibility for energy assistance is based on income, liquid assets and size of household.
### Household Income Guidelines – 2020/2021

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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</thead>
<tbody>
<tr>
<td>Under</td>
<td>$37,645</td>
<td>Under</td>
<td>$49,228</td>
<td>Under</td>
<td>$60,811</td>
<td>Under</td>
<td>$72,394</td>
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<tr>
<td></td>
<td>Under</td>
<td>$83,977</td>
<td>Under</td>
<td>$95,560</td>
<td>Under</td>
<td>$99,732</td>
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</tbody>
</table>

- Tolland Food Bank – Donations are still being collected at the Tolland Fire Training Station on 191 Merrow Road. Distribution is by appointment only.
- FoodShare Mobile Food Pantry – *distribution dates November 5 & 19, December 3 & 17.*
- Tolland Fresh – In coordination with the Tolland Agriculture Commission, Human Services provides vouchers to qualifying residents that can be used to purchase fresh fruits, vegetables, meat, honey, eggs, syrup, cheese, and herbs from participating Tolland Farms. This program will run until 12/31/2020.
- 2020 Holiday Care and Share Program – Accepting applications from Tolland residents and families experiencing financial hardship through Thursday, December 10, for December holiday assistance. Tolland households receiving income-based assistance (Energy Assistance, Renters Rebate, Food Stamps etc.) are eligible to apply for this program. Households not receiving other assistance but facing critical economic hardship may also apply and be considered on a case-by-case basis. Participation in this program is strictly confidential.

Individuals, civic organizations and businesses wishing to sponsor a family for Thanksgiving, the December holidays and/or children’s gifts may register to participate.
- Local Prevention Council – activities supported through the CT State Opioid Response (SOR) Grant:
  - Opioid Misuse Prevention flyers and an informational brochure have been posted to the Town website.
  - The LPC has received and will make available, free to residents, the Deterra Drug Deactivation pouches, which facilitate safe disposal of drugs at home. Businesses, civic organizations, doctors’ offices and individuals are welcome to request samples.
- Crisis counseling and Case management - *ongoing*
- Review of residents’ Medicare eligibility/options - *ongoing*
- Housing Rehab Program & Fair Housing – *ongoing* Town contact is Beverly Bellody
- Renter’s Rebate - Extension of Time to File - Applicants who missed the October 1, 2020 deadline to file their Renter’s Rebate application may request an extension of time to file *if they have a medical reason.* Deadline to request an extension is December 15th.

This income-based program provides a one-time payment to renters based on the rent and utilities paid in 2019; proof of income and rent/utility expenses for 2019 must be provided.

### Household Income Guidelines (2019)

<table>
<thead>
<tr>
<th></th>
<th>Single/widowed applicants</th>
<th>Under $37,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married applicants</td>
<td>Under $45,100</td>
<td></td>
</tr>
</tbody>
</table>
The Human Services Director is currently working on the Birch Grove Building Committee and is liaison to the Water Commission.

**Senior Center**

Senior Center remains closed until further notice due to the pandemic. Staff has been reaching out to seniors through frequent phone calls, socially-distanced home visits and Zoom.

Please call the Senior Center at (860) 870-3726 or (860) 870-3730 to reach Senior Outreach, Rebecca Ellert, with questions, concerns or just to touch base.

**Library**

- On October 9th the library opened for its first Friday since closing for the pandemic. Friday hours are from 10am until 5pm. Curbside service is still an option for those patrons who do not want to enter the building.
- Resiliency during the Pandemic – Wednesday, November 4th – 6:30pm – Virtual
  Jeanne Francis, one of ECHN’s licensed clinical social workers, will present simple coping skills to manage stress, family time, isolation and boredom.
- Meditation Resumes Virtually – Tuesday, November 10th at 6:30pm
  Kathy Grinold will lead beginners and more advanced practitioners in an hour of meditation.
- Hartford History 1614 thru the early 1900’s - Tuesday, November 17th at 6:30pm – Virtual
  Wendy Pawlak, a volunteer teacher for the Cultural Center, will provide known and unusual facts of Hartford history.
- We are conducting children’s programs again and our public have been incredibly vocal with their support!
- Our first foray into virtual children’s programming and take-and-make crafts was very successful. Over 70 people registered for take-home craft kits in the week leading up to Halloween and we had almost two dozen people in attendance for our first-ever virtual story time on Friday, October 30th.
- Throughout November, we will continue to feature new programs. We have an upcoming Veterans Day/Election Day story event, a “Dog Man” escape room, a special holiday story time celebrating Thanksgiving, and another take-home craft kit for kids and families prior to the holiday.
- We also ordered a large, diverse, and brand new selection of reading materials for children and teens. The ones that have hit the shelves are already circulating.

**Public Safety**

- Public Safety Officers participated in school fire and lockdown drills throughout the month.
- Public Safety Officers conducted several Fire Prevention classes for local day cares, and schools.
- On October 20th Director of Public Safety John Littell attended a meeting with Scott Roberts, Lisa Hancock and Mike Rosen to address the Department’s IT needs and deficiencies.
On October 28th Director Littell and Assistant to the Director of Public Safety Rob DaBica participated in an interview for the upcoming Public Safety Officer position. This position is scheduled to begin in January 2021.

**Animal Control**

- In the month of October, the Animal Control Department answered 67 calls/complaints during regular & after work hours.
- The Town of Tolland Animal Control Facebook Page has 3,992 “followers”.
- Officers continue to patrol parks and trail systems.
- Officers continue to assist with several sick/injured/trapped wildlife calls. No humans or domestic animals had direct exposure and therefore no tests were performed.
- Officers continue to attend various remote trainings to fulfill required Continuing Education Units.
- Officers continue to work with the Public Safety Department on the SOG’s and executive orders in regards to the COVID-19 Pandemic.
- Officers are still operating a Pet Food Pantry for residents who are unable to provide food for their dogs/cats. Residents in need of pet food assistance should call the Animal Control Office at 860-871-3676. Arrangements will be made for a “no contact” pick up.

<table>
<thead>
<tr>
<th>Activity</th>
<th>This Month</th>
<th>Last Month</th>
<th>Year to Date</th>
<th>This Month</th>
<th>Last Year</th>
<th>To Date</th>
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</thead>
<tbody>
<tr>
<td>Complaints Received</td>
<td>67</td>
<td>40</td>
<td>207</td>
<td>65</td>
<td>353</td>
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<tr>
<td>Complaints Investigated</td>
<td>67</td>
<td>40</td>
<td>207</td>
<td>65</td>
<td>353</td>
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<tr>
<td>Animals Impounded</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>4</td>
<td>22</td>
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<tr>
<td>Animals Redeemed</td>
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<td>2</td>
<td>7</td>
<td>4</td>
<td>19</td>
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<tr>
<td>Ads Placed</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>Animals Sold</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>Animals Euthanized</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>Notices to License</td>
<td>216</td>
<td>4</td>
<td>230</td>
<td>46</td>
<td>87</td>
<td></td>
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<tr>
<td>Infractions Issued</td>
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<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
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<tr>
<td>Animals on Hand End of Month</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td></td>
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<tr>
<td>Animal Bites Reported (Human)</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>10</td>
<td></td>
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<tr>
<td>Animal Bites Reported (Animal)</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Deceased Animals on Roadways</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

**Emergency Management**

- Emergency Management Director John Littell closely monitors all State WebEOC communications, information and weather-related advisories during the month. Advisory bulletins are redistributed to appropriate personnel.
- In response to the COVID-19 pandemic and in conjunction with the Human Services Department a non-perishable Food Drive was organized. Residents are able to drop off non-perishable food items at the Fire Training Center weekdays from 8:00 A.M. to 12 Noon to help stock Tolland’s Food Pantry.
- On March 29th President Donald J. Trump approved a Major Disaster Declaration for the State of Connecticut’s COVID response. This Presidential Declaration enables the state, tribal and eligible local governments, and certain nonprofit organizations to apply for FEMA Federal
funding on a cost-sharing basis. The Department continues to keep detailed records
documenting all aspects of this ongoing crisis.

- On October 7th Director Littell participated in an Eversource post-storm meeting along with
  Mike Rosen and Scott Lappen.
- The Director monitored a weather event on October 7th - 8th which resulted in local power
  outages and several road closures due to fallen trees/limbs and downed wires.

**Tolland Alert Emergency Notification System**

There were no alerts were sent out during the month of October.

**Fire Marshal**

- Propane tank installation plans and inspections.
- Review and approval of permits.
- Information sharing with insurance companies referencing fire suppression capabilities and
  underground water supply capabilities.
- Investigated fires gas leaks, and complaints; prepared reports as required.
- Completed assignments as directed by management.
- Inspected business sites in operation.
- Assist FD while short on staff.
- Investigated fires and alarms as required.
- Answered several overnight off-hour phone calls for various problems including, Fire Alarms,
  CO detection, Smoke detection, Fire Alarm issues for residents etc.
- Assisted Director of Public Safety as requested.
- Approved change of use occupancies.
- Continue site visits to Birch Grove construction site.
- Reviewed temporary heating for BGP construction site.
- Periodic review of status of business occupancies.
- Monitored underground tank removals and installations.
- Follow up with resolution on a 211 call referencing PPE local business.
- Issued Abatement orders as required for compliance to Connecticut Fire Safety Code.
- Assisted and evaluated fire drills all schools.
- Provided Fire Code Compliance to Big Y renovation completion.
- Inspecting Meadows Condominium complex for fire safety code compliance.
- Inspecting Stone Pond Condominium complex for fire safety code compliance.

**Fire Department**

- The Department has reinstated some in-person training activities while adhering to CDC
  guidelines.
- The Department receives and disseminates information and protocols regarding the Coronavirus
  pandemic from the CDC.
Our Infection Control Officer monitors daily PPE requirements and provides updates in accordance with CDC guidelines.

Virtual Continuing Education Units (CEUs) training opportunities were made available to EMTs.

On October 4th, the Department gathered at our memorial to participate in the annual Bells across America bell-ringing ceremony. This national effort to honor fallen firefighters coordinates the ringing of bells at the exact same time, in all firehouses across the nation.

On October 19th, Influenza vaccinations were provided by Eastern Highlands Health District to members during an in-house clinic.

Line striping was completed at Station 140 in the apparatus bays and parking lot.

On October 26th a demonstration of Stryker products including a stretcher, stair chair, Lucas Chest Compression Device and Power Load System was held at Station 240.

The Department’s PEER team continues to promote EAP programs and provide support and resources to all members.

Staff both career and volunteer, continue to provide exemplary services in these uncertain times, under particularly hazardous conditions.

Engine Tank 140 (ET140) refurbishment is continuing. Items reported last month are in final or complete status. Unit is ready to be sent for painting.

<table>
<thead>
<tr>
<th>October 2020</th>
<th>Day-time Career Calls</th>
<th>Nights &amp; Weekends Volunteer Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td>Medical</td>
<td>53</td>
<td>71</td>
</tr>
<tr>
<td>Hazardous Materials</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Vehicle Accidents</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Other Emergency/Service Calls</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>Interstate 84 (all call types)</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
Explorer Post

- No report.

Fire Department Social Media Accounts

- The @TollandAlert Twitter account has posted 3,340 tweets and has 2,787 followers.
- The Tolland Fire Department Instagram account has 1,424 followers.
- The Tolland Fire Department Facebook page has 3,302 followers.

Public Works

CT DOT Project 142-149 – The State’s Contractor has a few minor punch list items left at this point.

Paving / Overlay Program – We have met with our Pavement Engineering firm VHB to discuss our road conditions as well as our strategy for the next five-year plan. Our current program is trending upwards as far as our PCI ratings go which is what we have been striving towards.

Cyber Drive – The Project is at a standstill while the Developer is waiting for the new Site Contractor to begin their work.

Parks & Facilities – We are continuing our efforts to help keep the Town buildings sanitized on a daily basis. We ask that all of our visitors take notice of the requirements and adhere to them for their safety as well as for the safety of our staff and for the other visitor’s in our public buildings. The crews have been busy maintaining the playing fields and grounds. We have also started the preparation of our snow removal equipment for the upcoming winter season.

Highway Division – The crews have been busy with tree trimming, patching of roadways and performing vehicle checks prior to the winter season. All of our vehicles and plows will be exercised and prepared for the anticipated snow season.

Old Cathole Road – The Contractor has reached out to request that a final walkthrough be done within the next few weeks. The project went very well with little disruptions to the residents and the motoring public.

Underground Storage Tank – The UST replacement has been completed with a new fuel oil tank installed in the basement of the Tolland Jail Museum.

Bonemill Brook Culvert Repair – The exiting culvert on Plains Road near the Girl Scout Camp is being repaired. This project consists of re-grouting the joints within the three concrete pipes, removing and replacing both headwalls and placing anti-scour protection along the banks of the brook. Please consider an alternate route during this project, which is expected to reach completion in six weeks. An alternating traffic pattern will be utilized to assist with the traffic flow.

Neglected Cemetery Grant – The Town of Tolland has been notified that we are one of the recipients of this grant, which is now a two year grant in the amount of $3,332.00 which will be utilized to straighten and repair old broken tombstones and some fencing within our older cemeteries.

Once again, as the Director of Public Works, I would like to thank the Public Works employees for their continued dedication to helping us get through these difficult times, thank you.
Recreation

The winter brochure is being worked on. The expected delivery date to the residents of Tolland is mid-December.

The past month we had run and are currently running several outdoor yoga classes, soccer shots, and tennis lessons. We are currently planning to start indoor yoga in the gym at the Recreation Department as well as knitting, babysitting course, and more. We shared our plans with the Eastern Highland Health District and they agreed with the plan that we presented.

We ran our virtual Halloween parade on October 31st. We had a good turnout. We had approximately 40 children dress up and share their photos with us. Each child under the age of 10 received a goody bag from the recreation department.

The lodge continues to be closed due to COVID 19.

Resident Troopers

Statistics for October:

- Calls for Service 322
- DUI Arrest 3
- Trooper Initiated Activity 299
- Case Investigations 6
- Motorist Assists 1
- Motor Vehicle Stops 15
- Motor Vehicle Warnings 14
- Motor Vehicle Citations 1
- Motor Vehicle Accident Investigations 2

OTHER BUSINESS TO BE ANNOUNCED AS WARRANTED

MR/klk
Attachments

The Town of Tolland is an Affirmative Action/Equal Opportunity Employer
www.tolland.org
### SUMMARY BUILDING REPORT - FISCAL YEAR

October-2020

<table>
<thead>
<tr>
<th>Permits Issued</th>
<th>This Month</th>
<th>$10 permits</th>
<th>Last Month</th>
<th>Year to Date</th>
<th>This Month</th>
<th>Last Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addition</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>7</td>
<td></td>
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<tr>
<td>Commercial/Industrial</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>1</td>
<td>9</td>
<td></td>
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<tr>
<td>Deck/Porch</td>
<td>6</td>
<td>9</td>
<td>26</td>
<td>1</td>
<td>14</td>
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<tr>
<td>Foundation - New</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
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<tr>
<td>Foundation - Repair/Replace</td>
<td>0</td>
<td>2</td>
<td>10</td>
<td>4</td>
<td>4</td>
<td></td>
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<tr>
<td>Garage</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td>2</td>
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<tr>
<td>Hot Tub</td>
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<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Interior Renovation</td>
<td>5</td>
<td>9</td>
<td>19</td>
<td>7</td>
<td>24</td>
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<tr>
<td>Misc/Repair</td>
<td>4</td>
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<td>17</td>
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<tr>
<td>Municipal</td>
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<td>0</td>
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<tr>
<td>Roofing/Siding/Windows</td>
<td>22</td>
<td>29</td>
<td>89</td>
<td>33</td>
<td>66</td>
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<tr>
<td>Sheds/Barns</td>
<td>5</td>
<td>2</td>
<td>14</td>
<td>3</td>
<td>12</td>
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<td>Single Family Dwelling</td>
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<td>4</td>
<td>5</td>
<td>1</td>
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<td>Solar</td>
<td>12</td>
<td>16</td>
<td>46</td>
<td>2</td>
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<td>Swimming Pool</td>
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<td>5</td>
<td>16</td>
<td>0</td>
<td>5</td>
<td></td>
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<tr>
<td>Wood/Pellet Stove</td>
<td>3</td>
<td>2</td>
<td>7</td>
<td>6</td>
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<td>Zoning Permit Only</td>
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<td>2</td>
<td>3</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>60</strong></td>
<td><strong>0</strong></td>
<td><strong>90</strong></td>
<td><strong>271</strong></td>
<td><strong>69</strong></td>
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<table>
<thead>
<tr>
<th></th>
<th>This Month</th>
<th>$10 permits</th>
<th>Last Month</th>
<th>Year to Date</th>
<th>This Month</th>
<th>Last Year to Date</th>
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<tr>
<td>Electric</td>
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<td>Mechanical</td>
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<td>4</td>
<td>33</td>
<td>107</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>16</strong></td>
<td><strong>106</strong></td>
<td><strong>326</strong></td>
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<tr>
<td>Grand Total Permits</td>
<td><strong>150</strong></td>
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<td><strong>196</strong></td>
<td><strong>597</strong></td>
<td><strong>142</strong></td>
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**Submitted Building Fees** * $26,125.74 $43,942.04 $126,070.72 $22,371.08 $76,042.62

**Submitted Zoning Fees**  $925.00 $2,175.00 $5,700.00 $1,025.00 $3,150.00

**Construction Value** $1,744,703.43 $3,161,674.80 $9,798,816.25 $4,428,063.93 $17,417,928.97

**Certs of Occup (New Structure)** 2 1 5 0 2

**Old Open Permits-Closed** 0 0 5 10 31

**Inspections** 166 158 573 166 578

* Fees based on Date Submitted (starting May 2015)

** New Category (Working without a permit penalty fee)