



Town of Manchester

General Manager's Report

Scott Shanley
General Manager

April 2020

We are temporarily suspending publication of the General Manager's Report in its usual format.

In response to COVID-19, the Town of Manchester has closed all Town buildings and administrative offices to the public except for appointment-only services. The offices will be staffed and services will be provided to the public by telephone, emails, and by appointment, if necessary. Essential services such as police, fire, water, and public works will continue.

Please visit our website at <http://www.townofmanchester.org/> and click on the COVID-19 link for updates on the Town's response to the Coronavirus, and follow the Town of Manchester on [Facebook](#), [Twitter](#), and [Instagram](#).

For questions regarding non-emergency town operations and services for specific departments, please see the contact information for each department, as well as the Modified Operations Updates, at: <http://generalmanager1.townofmanchester.org/index.cfm/town-services-modified-operations-updates/>

For general non-emergency questions please call our Customer Service Center: **860-647-5235**

Customer Service and Information Center

General questions about Town services and operations may be directed to our Customer Service Center at 860-647-5235. The Town's Citizen Request System provides around the clock electronic access to Town Hall at (http://crs.townofmanchester.org/Public_Entry_GIS.cfm), which is monitored by Town staff.

Please contact our staff Monday - Friday, 8am-5pm, via phone at 860-647-5235 or email customer@manchesterct.gov. After business hours you may leave voicemail, and requests can also be made online via the Citizen Request System at http://crs.townofmanchester.org/Public_Entry_GIS.cfm

Parking Permits for the Downtown Main St. District

Parking customers may obtain permits by contacting our office at 860-647-5235 or customer@manchesterct.gov. Payment can be made over the phone with MC/Visa/debit, or by mailing a check or delivering a check to the Town Hall drop box at the rear of the building. Please make checks payable to "Town of Manchester", note "parking" in the memo of checks, and include a phone number and mailing address. Clearly mark "Attn: Customer Service" on any mail. All permits will be mailed.

Passport Services at the Town Hall in Manchester, CT are currently suspended due to COVID-19. Due to public health measures to limit the spread of COVID-19, effective March 20, 2020, The Department of State is only able to offer service for customers with a qualified life-or-death emergency and who need a passport for immediate international travel within 72 hours. Call the NPIC: 1-877-487-2778. For complete Passport information please visit: <https://travel.state.gov/content/travel.html>

Media Requests for non-profit agencies

Please email any public notices to be reviewed for publication on the town web calendar, the Channel 16 community notice slide show, or in the email newsletter referred to as Manchester Matters to customer@manchesterct.gov .

Leaf bags may be purchased at the Transfer Station, 311 Olcott Street from 7:15am - 3pm Monday-Saturday. Please call ahead for any schedule changes: 860-647-3200 and press "4". Good Friday, April 10 - The landfill will be open and trash will be collected according to the regular schedule with no delays. Until further notice, all in-person payments and transactions will only be accepted by way of credit card or check with proper identification.

Manchester Fire Rescue EMS

These are challenging times to be providing emergency services but rest assured that we continue to respond to calls for service with the same high standard of professionalism that you expect from us. When calling 9-1-1 you might be asked a few questions about your health and possible exposure to the coronavirus. You might see us wearing masks and other protective equipment. Our initial interview with you might be from 6 feet away. These are all measures that we are taking to help stop the spread of the virus. We can do this while maintaining your safety as well as protecting our first responders. We are in full operation and stand ready to respond if you need us.

Town Clerk's Office

The office is closed to the public. In light of that, the following services are available for all customer transactions. For a detailed list of how each transaction type can be received, please see the Town Clerk's webpage. <https://townclerk.townofmanchester.org/>

1. Drop off box near handicap entrance at Town Hall
2. Requests by mail
3. Certain transaction requests can be submitted by e-mail or phone
4. Utilize on-line transaction services and forms
5. Select transactions made by in-office appointment