

TOWN SERVICES



Where did the buffalo roam in Southborough?

[They primarily grazed on land across from the farm stand on Framingham Road]

Building Department

PERMITS ISSUED BY TYPE OF PERMIT AND FEES COLLECTED

<u>NUMBER</u>	<u>TYPE</u>	<u>FEES COLLECTED</u>
505	Building Permits	\$240,218
414	Wiring Permits	34,473
225	Plumbing Permits	17,380
176	Gas Permits	<u>11,175</u>
	Total Permit Fees:	\$303,246

The total number of Building Permits issued for calendar year 2011 is more (71) than calendar year 2010. Plumbing and Gas permits also increased (75) as did Electrical permits (78) from last year.

The State Building Code and construction related information is available on line at the Department of Public Safety web site at www.mass.gov/dps and its link to the Board of Building Regulations and Standards. This site provides a great deal of information that can be helpful in planning and executing construction projects. It also contains a great deal of helpful information on the 8th Edition of the State Building Code.

A reminder that both building and zoning information is available online on the town's website. The town's website is located at www.southboroughma.com. By navigating to the Building Department it is possible to obtain permit applications, fee schedules, zoning regulations and other information. The site contains e-mail addresses where comments and requests can be made.

The Building Department would like to thank Mary Broderick, Beverly Rose, Alida Krumin and all other seniors who have helped throughout the year.

Conservation Commission

The Southborough Conservation Commission is the local authority responsible for the protection of Southborough's natural resources and for the enforcement of the Massachusetts Wetlands Protection Act (M.G.L. Ch. 131, Sect. 40) and regulations (310 CMR 10.00), including the Rivers Protection Act, the Southborough Wetlands Bylaw and Regulations (Chapter 170) and the Stormwater and Erosion Control Bylaw (Chapter 174-13.5). The Commission is a seven-member volunteer board appointed by the Board of Selectmen.

Areas subject to the Commission's jurisdiction include (1) isolated wetlands, (2) bordering and isolated land subject to flooding, (3) wetlands bordering on water bodies or waterways, (4) all land within 100 feet of (3) above, and (5) all land within 200 feet of any perennial stream. Any activity in these areas requires pre-activity review by the Commission. The Commission is required to hold a public hearing if the activity affects any of the statutory public interests. If the Commission determines that the proposed activity meets all regulatory performance standards, then a permit will be issued with such conditions as are necessary to protect the following public interests: 1) private and public water supply, 2) ground water protection, 3) pollution prevention, 4) flood prevention, 5) storm damage protection, 6) land containing shellfish, 7) fisheries, and 8) wildlife habitat. In addition, the Commission has jurisdiction over projects that could have significant stormwater and/or erosion impacts in accordance with the provisions of the Stormwater and Erosion Control Bylaw.

The Commission advises other municipal officials and boards on conservation issues relating to these boards' areas of responsibility. The Commission manages all of the Town's conservation properties and the Community Gardens, and oversees Conservation Restrictions held by the Town. The Commission appoints the members of the Southborough Stewardship Committee whose oversight, coordination and management of the Breakneck Hill Conservation Land has been invaluable. The Commission is served by a salaried part-time Conservation Administrator. One member serves on the Community Preservation Committee, one member serves on the Zoning Advisory Committee, one member serves on the Stewardship Committee, one member serves on the Breakneck Hill Cow Fund, one member and the Administrator serve on the Southborough Emergency Planning and Management Committee, and the Administrator sits on the Greater Callahan Working Group and the SuAsCo Community Watershed Community Council.

Lucas Environmental, LLC continues to provide professional wetlands science consulting services to assist with the peer review of increasingly complex and technical regulatory requirements for stormwater and wetlands protection being imposed by the state.

In 2011, the Commission sponsored a Deer Management Forum held at Cordaville Hall to inform residents and others in the region about the consequences of deer overpopulation. The Commission participated in forums sponsored by the Metropolitan Area Planning Council and the Metrowest Regional Collaborative for the creation of a Metrowest Regional Open Space Connectivity Plan, which will be used to develop the 495/Metrowest Development Compact plan. The Commission received a grant from the Massachusetts Department of Conservation and Recreation Working Forest Initiative to fund the development of a Forest Stewardship Plan for the Town Forest. The Commission is working closely with the Stewardship Committee on this project.

The Commission approved four (4) Eagle Scout projects throughout town, and would like to commend the scouts for their creativity, hard work and diligence throughout the public hearing process.

In 2011, the Commission held 26 **public hearings** for Notices of Intent, Requests for Determination of Applicability, Abbreviated Notice of Resource Area Delineation, Permit Extensions, Amendment Requests and Administrative Enforcement:

1/6/11	Michael Gulbankian, 0 Cordaville Road
4/14/11	St. Mark's School, 25 Marlboro Road

Conservation Commission (continued)

4/14/11	Robert Enge, Breakneck Hill Conservation Land (Eagle Scout project)
4/14/11	EMC Corporation, 21 Coslin Drive
5/5/11	Zachary Lentz, Beals Preserve (Eagle Scout project)
5/5/11	Doug Little, 147 Southville Road
5/26/11	Barry McCarthy, 47 Southville Road
5/26/11	Margo Otey, 51 Boston Road
5/26/11	John Bartolini, 72 Flagg Road
5/26/11	Riverside Tree & Landscaping, 3 Willow Street
6/16/11	East Main Street, LLC, East Main Street
6/16/11	Beverly Dantz, 13 Hillside Avenue
6/16/11	Stephen & Melissa Gallagher, 17 Red Gate Lane
7/7/11	Mark Kerstens, Bay Path Trail off Woodland Road (Eagle Scout project)
7/7/11	Genzyme Corporation, 0 Boston Road
8/18/11	Alben/Burton, 9 Parkerville Road
8/18/11	Richard Gordon, 11A Cherry Street
8/18/11	Marilyn Green, 4 Watkins Lane
9/8/11	Jon Willis, Templeman Woods (Eagle Scout project)
9/8/11	Alex Rickard, 97 Mt. Vickery Road
9/29/11	Venkateswar Madhireddy, 5 Burnett Road
9/29/11	Robert Moss, Crystal Pond Road
10/20/11	Department of Public Works, 112 Turnpike Road
11/10/11	Greenleaf/Fallon, 4 North Street
11/10/11	146 Cordaville Road, LLC, 146 Cordaville Road
12/1/11	New England Center for Children, 12 Pleasant Street

In 2011, the Commission held 5 **Stormwater Management Permit** public hearings:

St. Mark's School, Clark Field
Riverside Tree & Landscaping, 3 Willow Street
Security Realty Trust, 0 School Street
146 Cordaville Road, LLC, 146 Cordaville Road (Solar Farm)
12 Pleasant Street, New England Center for Children

In 2011, the Commission considered 17 **Requests for Certificate of Compliance:**

Fay School, Phase 1 and Phase 2	9 Schipper Farm Lane
Meeting House Lane	122 Southville Road
164 Middle Road	7 Mooney Lane
15 Hillside Avenue	172 Middle Road
4 Independence Drive	229 Parkerville Road
59 Boston Road	154 Main Street
39 Meadow Lane	136 Main Street
136 Marlboro Road	136 Parkerville Road

In 2011, the Commission collected \$4,305.50 in state regulated wetland filing fees, \$9,178 in local filing fees and \$2,250 in Stormwater permit filing fees. The Commission also collected \$150 in wetlands violation fines.

The Commission would like to thank the members of the Breakneck Hill Cow Fund for managing the cows and pastures at the Breakneck Hill Conservation Land. An annual License Agreement was re-signed by the Cow Fund and the Commission to formalize this unique partnership. The educational and hands-on work opportunities they provide allow residents to recall the agricultural history of the town.

Conservation Commission (continued)

The Commission extends its gratitude to the volunteers of the Southborough Stewardship Committee for their dedicated stewardship of the Breakneck Hill Conservation Land and continued oversight and coordination of the Master Plan, and their willingness to expand their efforts and expertise to the Town Forest.

The Commission thanks all town officials, employees, and residents who have provided assistance to us this past year and we welcome the participation of community members in our future work. The Commission would also like to express its sincere gratitude to former Town Engineer John Woodsmall. The Commission will greatly miss Mr. Woodsmall's professional and prompt review and recommendations regarding wetlands and stormwater applications, his patient presence at long and often complicated public hearings, and his practical approach and advice. We wish him well in his new position.

And finally, the Community Garden had another successful and bountiful year under Garden Coordinator Debbi Molinaro and new Co-Coordinator Jeff Rudd.

Council on Aging/Senior Center

The Senior Center is conveniently located near the center of town at 9 Cordaville Road. The Center is easily accessible to seniors who drive and also accessible by inexpensive bus service provided through the MWRTA which will pick seniors up at their homes and bring them to the Center. The Senior Center's regular business hours are 8:00 a.m. to 3:00 p.m. Monday through Friday, and Saturday for activities from 9:00 a.m. to 12:00 p.m.

To maximize space in the building to accommodate our growing program schedule, moveable partitions were installed in the large function room to create a space that can accommodate multiple events. The room can now accommodate up to three different programs at a time or can be opened up to accommodate larger programs of approximately 100 people. Currently programs such as canasta, the senior writers group, and the book club are still often held in the staff offices on heavily scheduled days. The Senior Center has a full slate of weekly activities which are detailed in our bi-monthly newsletter or on our web site www.southboroughseniors.com.

Last year the Senior Center launched a new website dedicated to informing the public of Senior Center activities, programs, and current senior related topics. The web site currently receives over 1000 hits per month. Again, many thanks to volunteer webmaster John Del Rios for providing his time and expertise in creating and maintaining this valuable service. If you have any suggestions or would like to see any additional information on this site please contact the Senior Center.

The Council's mission includes advocating for senior services on behalf of the town's elder population, identifying and improving community services and resources, and providing educational, health, and recreational programs. The Council on Aging is a board made up of seven regular members and several alternate members. The Council on Aging meets at 7:00 p.m. the first Wednesday of the month at the Senior Center. The public is welcome to attend these meetings.

The Center is staffed by a Director, Program Coordinator, Outreach Coordinator, Nurse, and 2 Administrative Assistants who job share as well as many dedicated volunteers. According to the 2010 census there are approximately 1609 residents in Southborough over the age of 60 and all are welcome to participate in Senior Center programs. This is a 55.5% increase in the senior population compared to the 2000 census. In addition, the Senior Center provides services and assistance to the families caring for elders.

Funding for the Senior Center and its programs comes primarily from the town budget, the Friends of the Council on Aging, and grants from the Executive Office of Elder Affairs. The "Friends of the Council on Aging" holds fund raising activities throughout the year. The annual Falconi Family Memorial Golf Tournament raises significant dollars towards program funding.

The Senior Center has a large multipurpose activity space and an area which serves as the congregate meal sight. Regular weekly activities such as fitness classes, a music program, painting classes, bridge, greenery craft programs and card games are provided for seniors. In addition, educational programs, craft classes, holiday events, tai chi classes, bus trips, health and educational lectures, parties and picnics, visits from state legislators, podiatry clinics and a bi-monthly newsletter is offered. Services at the Senior Center also include the Meals on Wheels Program for homebound seniors and on-site congregate hot lunches are served Monday through Friday. The meals are provided by Baypath Elder Services and are delivered to homebound seniors by local volunteers.

In addition to these services offered the Senior Center we have also partnered with the recreation department, the library, historic society, and local schools, to offer programs such as bus trips, a book discussion group and other upcoming programs. Two pool tables and a ping pong table are available and Southborough has formed a pool team that participates in league play with other senior centers.

Council on Aging/Senior Center (continued)

This past year the Senior Center continued to receive grant funding from Baypath Elder Services to focus on the development of intergenerational programming. New programs involving seniors and students included; Algonquin Regional High School plays, Woodward Reading Program, Poetry Out loud at Algonquin, Spanish Club Fiesta at the Senior Center, Woodward 3rd graders sing for Veteran's Day, Trottier Band Concert and monthly Woodward School Care Assemblies. Finn and Woodward Schools also continue to utilize many senior volunteers in their classrooms. Many thanks to Margie Lubanko for her continued support to the program. The Senior Center has been able to obtain grant funding for a third year to continue coordinating these efforts.

The Senior Center staff continues their efforts with the town's police and fire departments to maintain and update emergency preparedness plans for the senior population. An on line computer program is available to store pertinent individual senior emergency information. This information would be used by emergency service personnel to assist seniors in the case of a major disaster. Grant funds were utilized to contact our most elderly seniors in an effort to update their emergency information in the data base.

Health insurance counseling is provided by appointment with a trained SHINE (Serving Health Information Needs of Elders) volunteer who has been extremely busy during the recent months helping seniors at the Senior Center. Special thanks once again to Carolyn MacLeod for her generous support and many hours of service to Southborough seniors.

The center also provides information and counseling for Medicare and Medicaid programs, prescription drug program assistance, fuel assistance, meal programs, housing services, transportation services and community resources.

Transportation is available through The MetroWest Regional Transit Authority. The WRTA offers fixed route service as well as curb to curb service to seniors at very affordable prices. This service can bring seniors to most area destinations which were not available in the past.

The Senior Tax Work-Off program which started in 2000 with 6 participants has grown to 30 participants. At the Fall 2009 town meeting, a vote was taken to increase the benefit of the Tax Work Off Program to \$1000 from the previous benefit of \$750. Seniors now receive a \$1000 tax credit for providing 125 hours of service hours (an increase from 100 hours for service) to a wide variety of town departments. The \$1000 tax credit is the obvious benefit for seniors who participate in the program. The benefit that may not be so obvious to the general public is the community involvement and feeling of giving back to the community that the seniors receive and so often express when participating in the program. Almost all who participate continue to volunteer for the town even after their hours are completed. Program participants have become a vital part of the town's work force and are utilized in over 15 different departments.

The Senior Center has continued to increase current services and adapt to meet the increasing needs of the senior citizens within the community. In order to do so we will again need to rely heavily on the services of our exceptional volunteers. Last year over 100 individuals (in addition to tax work off participants) volunteered their time to the Senior Center. Our sincere thanks go out to all who have helped to make the Senior Center a success and we welcome the opportunity to involve more volunteers of every age in the upcoming year.

Special thanks to Jimmy Falconi for his ongoing support with his donations and the Falconi Family Memorial Golf Tournament, TJ's Spirits of Ashland, Panera Bread and Hannaford Markets for their support.

Department of Public Works

In accordance with the Code of the Town of Southborough, the Department of Public Works (DPW) herewith submits its nineteenth annual report for the year ending December 31, 2011.

THE DEPARTMENT: Two DPW employees left the DPW in 2011. Joe Paul, a Water Division employee, left Southborough to attend the State Police Academy. John Woodsmall, the Town Engineer, left to become the DPW Director for the Town of Holden. We wish them both well in their new endeavors. The DPW permanently transferred a Highway employee to the Water Division and will fill the vacant Highway position and a Staff Engineer position in 2012. Southborough will not have a Town Engineer working at the DPW.

HIGHWAY: The Highway Division consists of five highway crew members plus the DPW Mechanic and the Transfer Station Operator. Crew members in 2011 were Jim Harding, Dick Rock, Dean Cibelli, Mark McLaughlin and Stephen Aspesi (who transferred to the Water Division at the end of 2011); the DPW Mechanic was Dave Daniels.

Snow Removal:

- The 2010-2011 snow season was prolific. The season began with 2" of snow on December 22, 2010 and, after sixteen snow events, ended April 1, 2011 with 4.5" of snow.
- In total, the season brought Southborough seventeen snow events, with five events dropping over 6" of snow, for a total of about 85" of snow in Southborough.
- The DPW had trouble with the sidewalk blower and getting parts for the blower throughout the 2010-2011 winter season.
- Snow banks became large and densely packed as the season wore on. By February, the DPW's equipment was not able to move the snow banks back to make room for more snow. The Town of Wellesley's DPW helped the Town of Southborough by sending a manned, loader mounted, snow blower to move the snow banks off the shoulders on the main roads.
- The DPW purchased, with Harvard donation money, an aggressive plow for our front end loader which will help the DPW deal with large, densely packed snow banks.

All fifteen crew employees, from each of the DPW Divisions, along with ten pieces of contractor equipment kept the roads clear for emergency vehicles and the public.

Roadways:

- The DPW's street striping contractors applied centerline and edge-line paint in May 2011.
- Roadside brush-mowing, street sweeping, pot hole filling and crosswalk and stop line painting was performed by the five Highway Division personnel in 2011.
- The DPW hired contractors to perform infrared repair to roadway areas throughout town that were in need of minor repair.
- The DPW Highway crew reconfigured the Woodland and Cordaville Roads intersection.
- The DPW Highway crew also reconfigured the Sears Road and Main Street intersection.
- The 25% design drawings for the Main Street project were submitted in 2011.
- The DPW continued the 2010 roadway maintenance contract in spring 2011:
 - In May 2011 the paving contractor reclaimed and paved Parkerville Road south of Route 9 from Route 9 to Wedgewood Road.
 - From spring 2011 through the end of summer 2011 the contractor removed the sidewalk on Southville Road, installed granite curb, repaved the sidewalk and reclaimed and paved Southville Road. This project was plagued with delays due to availability of granite curbing and contractor scheduling.
 - The contractor planed Woodland Road, from Richards Road to Cordaville Road, in May 2011. The contractor finally paved the road in August 2011.

Department of Public Works (continued)

Stormwater:

- The DPW did not receive funding to repair the Town's catch basin cleaner. Therefore, the Town entered into a regional bid for catch basin cleaning services. The Town did not execute the contract before year end.
- The DPW Highway Crew repaired ten catch basins in 2011.
- The DPW also made various repairs and small upgrades to the drainage system, in association with the road paving program of 2011.
- In April, the DPW helped sponsor the Annual Spring Clean-up. For the second year, participants received stainless steel water bottles and recycled, re-useable shopping bags to promote reuse of these items.
- The Town continued to try to meet the requirements of the National Pollution Discharge Elimination System (NPDES) Municipal Small Storm Sewer System (MS4) Phase II General Permit. The Town's current NPDES permit is expired. The United States Environmental Protection Agency (EPA) and the Massachusetts Department of Environmental Protection (DEP) have yet to issue a new final 5-Year permit.
- In compliance with our permit the DPW continued to track quantities of materials diverted from the waterways by the Town's drainage system and by street sweeping.
- The Department of Public Works supported the Conservation Commission in the review of Stormwater Management Permits.
- The DPW hired a contractor to clean some problematic storm drain lines and to televise one on Main Street.

Transfer Station: The Transfer Station is part of the Highway Division. The only full time employee at the Transfer Station is the Transfer Station Operator, Joe Berte.

- The Town currently pays for all materials disposed in the refuse hopper, Household Hazardous Waste Day, brush and yard waste recycling, sharps disposal/recycling and recycling and/or disposal of all items in the mercury shed. In 2011, Wheelabrator reimbursed the Town for the cost of our mercury recycling.
- Refuse disposal cost \$70.87 per ton the first half of 2011 and \$72.48 per ton the second half of 2011.
- The Town does not pay for hauling or processing of any other materials collected at the Transfer Station.
- The DPW hauled 3,185 tons of refuse in 2011 – about 60 tons more than in 2010, to Wheelabrator in Millbury, where it was burned to make electricity.
- Resident's recycling efforts at the Transfer Station resulted in approximately 1,350 tons of material being recycled, including cardboard, newsprint, comingled materials, scrap metal, white goods, brush and yard waste, Swap Shop donations, book donations, clothing donations, bottle and can donations and household hazardous waste.
- These quantities translate into a recycling rate of almost 30% if brush is included in the tonnages.
- With the official loss of the Recycling Center position, the DPW covered this area of the Transfer Station with part time summer help, a rotation of all DPW employees, and in late fall 2011, by temporarily re-assigning an employee for the winter months.
- Traffic at the Transfer Station has become a problem, specifically on Saturdays. The DPW proposed closing the Swap Shop to alleviate traffic issues. However, Southborough residents voiced their dislike for that plan and the DPW is working on a solution that will ease the traffic issues while providing a Swap Shop area for residents.
- DEP Transfer Station, Compost Site and Recycling reporting occurred as usual in 2011.

Department of Public Works (continued)

Trees: The Town's Tree Warden is Highway Division employee Richard Rock. The DPW does not have a Tree Division.

- The Town's tree contractors removed sixty-three trees in 2011.
- The Tree Warden and DPW Highway Division employees removed an additional forty trees themselves.
- An October 29th through 30th snow event caused significant damage to trees throughout town, more than Tropical Storm Irene caused when it came through Town in August. Tree damage was significant because most trees had not lost their leaves and the snow was wet and heavy. The DPW crews spent about three weeks cleaning up tree limbs after the October storm.
- Both storms caused power outages throughout Town. However, the main power issues occurred at the substations. Trees and branches did fall on power lines, but the DPW's aggressive town tree removal program and National Grid's work in Town on our 3-phase lines over the past several years limited the localized outages caused by Town trees.

GROUNDS: The DPW Grounds Division consists of one employee, Chris Leroy.

Maintenance: The DPW Grounds Division is responsible for maintaining and overseeing the maintenance of 55 acres of town grounds and recreation fields.

- Standard and preventative maintenance was performed on all the athletic fields during 2011. This includes:
 - aerating each field four times to reduce compaction.
 - over seeding goalmouths and other worn areas of the athletic fields.
 - auditing and maintaining the irrigation systems.
 - fertilizing and applying lime to the fields as warranted by yearly field's soils testing
 - collecting trash at the fields.
 - grooming the 9-11 Memorial Field with the Town's brush groomer.
 - inspecting and repairing, as needed, school and recreation playgrounds.
 - filling in and maintaining safety Fibar at all playgrounds.
- The Grounds Division updated and monitored the Town's Integrated Pest Management (IPM) Program as required by the Children's Protection Act.
- Grounds mowing was performed by the Town's Grounds contractor as usual in 2010.
- A contractor groomed the 9-11 Memorial Field, this process removes debris in the upper layer of the field's rubber pellets.

Projects: In addition to grounds maintenance the Grounds Division also completed several projects including:

- The Trottier softball field renovations.
- Installing permanent picnic tables at the Town House Tot Lot.
- Erecting the ice rink at Choate Field (Woodward School).
- Working with the Facilities Department to replace lights at the Choate soccer field with newer, energy efficient lighting.
- Completing the irrigation system at the Triangle Park.
- Assisting an Eagle Scout with moving the Volleyball Court to the Neary/Trottier complex.
- Erecting the new playground at 21 Highland Street:
 - This playground was funded through CPA funds and was developed by the Recreation Department.
 - Recreation received donations to clear the land and to rough grade the area.
 - The Grounds Division, with periodic help from members of the Water and Highway Divisions, dug and drilled the footings, mixed concrete for footings, removed boulders and erected the playground.

Department of Public Works (continued)

WATER: In 2011 the Water Division consisted of four employees, Mike Nelson, Norm Buzzell, Paul Harding and Joe Paul. Stephen Aspesi transferred from the Highway Division to the Water Division when Joe Paul left the DPW for the State Police Academy in October. The Water Division is a Special Revenue Fund, meaning that it is self-funded through water billing.

Consumption:

- Summer 2011 was a relatively wet summer with rainfall occurring often enough to keep lawns green and growing.
- The Town put a voluntary water ban in place for the summer months.
- Southborough used about 306 Million Gallons (MG) of water in 2011. This is an 18% decrease from the Town's 2010 usage, which had a very dry summer.
- Southborough's 2011 average day's usage was 0.838MG, the lowest for the last nine years.

Rates:

- Water Rates stayed steady throughout 2011.
- Southborough's water rates are stepped to encourage water conservation.

Breaks:

- 2011 brought the Town one water main break and eight water service leaks.
- The DPW's leak detection contractor performed our Annual Leak Detection Survey in February 2011.
- The Water Division repaired 16 hydrants.

Infrastructure Improvements:

- One new hydrant was added to the Town's water system.
- 150 feet of 8" main was added along Route 9 in 2011.
- Nine water services were added to the system in 2011.
- The ceiling and roof of the 1931 riveted steel Clear Hill water storage tank on Overlook Drive were painted in 2011. The riveted seams were also sealed with a special flexible epoxy coating. This tank work completed the requirements set forth in the DEP's 2010 Sanitary Survey report.
- The Water Division continued replacing water meters in 2011. A contractor replaced 18 large size meters, Water Division employees replaced 144 meters.
- In accordance with the Water System Master Plan, the Supervisory Control and Data Acquisition (SCADA) development and installation project was bid and awarded in March 2011. This project was almost complete at the close of 2011.
 - In 2011 the contractor installed control systems and communication equipment at each of the new pressure reducing valves (PRV), each of the water storage tanks, both of the water pumping stations and at the John W. Boland, Jr. DPW Facility.
 - When complete the SCADA system will allow the Water Division to remotely monitor and control the different water system assets.

System Maintenance:

- Water sampling and DEP reporting was conducted as usual in 2011.
- The 1931, riveted steel Oak Hill tank was cleaned and inspected to assess coating adhesion from the 2010 painting contract.
- In accordance with the DPW's water system maintenance plan, the 1.3 million gallon water storage tank on Tara Road was cleaned and inspected in 2011.
- Water system flushing occurred as usual during the last week of April.

Department of Public Works (continued)

Miscellaneous:

- Tropical Storm Irene caused power failures throughout Town. Both water pumping stations lost power during Irene. The pumps at both stations are electric. One pump at the Hosmer Station will run off of propane in an emergency and there is a gasoline powered back-up pump at the Boland pumping station. The exhaust system from the gasoline powered pump at the Boland Station set fire to the ceiling of the station. A rental generator was brought to the site and the gasoline powered pump was put out of service. Insurance covered the damages. The DPW purchased a back-up generator for the site.

CEMETERY: The Cemetery Division consists of three employees Bridget Gilleney-DeCenzo, George Mooney and Andy Remillard.

Maintenance and operations:

- Maintenance and operation of the Rural Cemetery and the Old Burial Grounds was carried out on a regular basis throughout 2011.
- Burial Rights to 36 graves were sold in 2011.
- There were 19 cremation burials and 38 full body burials in 2011.

JOHN W. BOLAND, JR., DPW FACILITY: On October 31, 2011, the DPW's environmental consultant submitted the final Response Action Outcome (RAO) report for the DPW Facility, to the Department of Environmental Protection. This completed the environmental clean-up process at the John W. Boland, Jr., DPW Facility.

GEOGRAPHIC INFORMATION SYSTEM (GIS): In 2011, the Town's Geographic Information System (GIS) continued to be expanded and updated.

- The Town, through the DPW, continues to operate the MapsOnline program to provide GIS access to members of the public, general Town staff and Town public safety staff.

Facilities Management Department

The department's mission statement reads as follows: *To provide maintenance, repairs, and operation of municipally owned buildings and grounds that will extend the life of the facilities and associated equipment installed within those facilities and/or any part of such facility. We also ensure that public safety is provided by performing sound operational procedures that comply with federal, state, and local building code requirements, clean air, water, and health requirements.*

It is the policy of this department that its resources be directed towards planning and providing essential services, maintaining and operating equipment and facilities in a safe manner (subject to budgetary constraints), in accordance with appropriate building and fire codes, federal and state regulations.

DESCRIPTION OF SERVICES

Our services consist of, but not are limited to, the following areas of service:

1. Design of facility and system needs and requirements for all municipal departments.
2. Construct, demolish, modify, renovate, repair and/or replace facilities, equipment and building systems.
3. Operate and maintain building systems such as, mechanical, electrical, structural, fire, security, health and safety.
4. Provide environmental and global cleaning and safe operation of facilities.
5. Administer the purchase of services and repair contractors to ensure compliance with local, state, federal and industry standards.
6. Purchase of building systems, replacement equipment, custodial supplies.
7. Standardized purchase of services, products and supplies in the operation of our facilities.
8. Participation in all types of town committee's from safety to emergency management.
9. Ensure all purchases and contracts adhere to the Massachusetts general procurement laws.

STAFFING

Our department is divided by craft, but it is also intergraded for mission accomplishment. That means that any person will perform other duties as the need arises. It is this unity and ability to combine skills for mission accomplishment that has set our department apart from other municipality's facilities or maintenance departments.

STAFF FUNCTIONS

Facilities Manager - Performs project planning, estimating, prepares proposals, reviews operational control procedures and coordinates vendor and contractor activities. Develops and implements budgets based on the goals and objectives outlined for the town.

Maintenance Supervisor - Develops the weekly work schedule based on assigned work by the Facilities Manager, for normal maintenance and repairs to all facilities. Ensures all town buildings are maintained, clean and safe for normal work every day. Possesses a CSL license and is responsible for all carpentry projects.

Administrative Secretary - Prepares purchase orders, processes invoices for payments, maintains a running account of all department expenditures, maintains time schedules for on going projects. Performs analytical calculations for review of the department's financial performance. Works with Facilities Manager preparing documents, maintaining files and project folders in the day to day operation of the department. Qualified to work with procurement of supplies and building construction contracts via Associate MCPPO certification. Maintains Preventative Maintenance System entering, distributing, and closing all department work orders. Interfaces with town departments and vendors as necessary to keep a smooth work flow for the department.

Maintenance Mechanic - Performs inspections, tests, maintenance and repairs to buildings, as well as mechanical and electrical equipment such as motors, pumps, boilers, HVAC, and waste water system.

Facilities Management Department (continued)

Maintenance Custodian - Performs and maintains the buildings in clean and safe conditions at all town structures. This includes sweeping, mopping and snow removal. Also performs inspections of building equipment to ensure that all equipment is operating properly.

Electrician - Performs all facets of electrical maintenance, preventive maintenance, repairs, and renovations in accordance with established procedures, NEC codes regulations and work schedules. The maintenance electrician performs various duties such as; inspections, repairs, replacements and service calls on all electrical systems and equipment.

ACHIEVEMENTS

As always, the Facilities Department staff is constantly trying to improve service to our customers. Our objectives for the coming year will be to continue to upgrade mechanical systems that are nearing the end of their life cycles. The Facilities Department is constantly looking for ways to save energy, which in turn saves money.

Below is a list of those projects the Facilities Department has completed and those that we are still working on starting January 1, 2011 through December 31, 2011.

- Senior Center
 - Repaved the parking lot.
 - Replaced the two old boilers with high efficiency boilers.
 - Insulated above the new hung ceiling in the big room.
- Police Station
 - Completed electrical work for the new armory.
- Fire Station
 - Installed new kitchen floor.
- Town House
 - Renovated the old “IT” and copier rooms to accommodate the Administrative Assistants for the Town Planner and Conservation Department.
 - Renovated new office space on the second floor for the Town Accountant and Administrative Assistant.
 - Renovated office space on the first floor to accommodate the Assistant Town Administrator’s office.
 - Rebuilt the five HVAC air handlers in the basement.
- Fayville Hall
 - Completed the renovation for the new work space the cable committee had requested.
 - Removed and replaced damaged circuit breaker panel.
- DPW
 - Replaced leaking 80 gallon water heater with an “On Demand” energy efficient water heater.
- Library
 - Replaced two HVAC vav boxes and two water valves in the lower level.
- Arts Building
 - Converted unused dark room to a desperately needed storage room.

Upcoming projects for this Spring

- * Upgrade the boiler controls at the Senior Center.
- * Begin window replacement at Senior Center.
- * Interior painting at Police Station.
- * Remove existing 30” doors and install two 36” wide doors at the Fire Station kitchen.
- * Replacement of the emergency generator at the Fire Station.

Recreation Commission

The Recreation Commission strives to provide premium services and programs to the community. As long as the required resources are available to us, we will continue to create a revenue stream that will grow and support our operations yearly budget. The recreation commission has worked diligently to continue to provide more services and programs to residents without increasing the overall tax burden.

Town Activities and Programs (TAP)

This year the Commission has increased service to the community through the addition and expansion of many year round programs for pre-school age residents through seniors. Examples of programs include summer playground, kayak, canoeing and rowing, lacrosse clinics, sports camps for pre-teens & teens and senior walking club.

Recreation After-School Program (RAP)

The Recreation After-school Programs provide enrichment activities for all K-8 children in Southborough. These activities are not limited to athletic teams but also include classes such as science, crafts, drama and dance. They are popular with all parents and provide a needed service for working parents who do not have the ability to drive a child to an after-school activity. They are also helpful to students on Individual Education Plans. Administrators from the schools and parents have all requested programs that we strive to provide. Other benefits of recreation in an after school setting include socialization for students who find it difficult to make friendships during the regular school day. There is also an opportunity for children who do not have the capability to participate in organized sports to have a chance to try a sport or activity that they may not otherwise have an opportunity to enjoy. Developing an interest in different activities can lead to life long participation in healthy activities.

Independent Youth Sport Organizations

Each of the team sport activities offered in Southborough is an independent program, which the commission does not run, organize, supervise, nor maintain. For these activities, we administer the facility reservation fees based on the number of individuals in each activity. We also maintain records of the organizations' application, insurance to operate within Southborough facilities and organizational structure i.e., standards for board of directors, coaches, and volunteers.

Independent organizations run by volunteer residents and supported by the recreation commission:

- Southborough Youth Baseball
- Northborough/Southborough Youth Lacrosse
- Southborough Youth Soccer
- Northborough/Southborough Pop Warner Football
- Southborough Youth Basketball

Gym and Field Use Scheduling

The recreation office schedules use of over 47 acres of athletic fields and facilities and approximately 11,000 hours. This includes statewide use for the artificial surface, 9-11 Memorial Field, on Acre Bridge Road.

Southborough Fields and Facilities

- *Harold E. Fay Memorial Field/Playground:* soccer, outdoor basketball, softball, school age playground, tot-lot, picnic pavilion and walking path
- *Mooney Field:* baseball
- *Liberty Estates Field:* multi-purpose athletic field
- *Kallander Field:* multi-purpose athletic field
- *Lundblad Field:* multi-purpose athletic field
- *9-11 Memorial Field:* soccer, football, lacrosse

Recreation Commission (continued)

- *Choate Field at Woodward School:* soccer, outdoor basketball, softball, field hockey and volleyball
- *Neary School:* tennis, soccer, baseball, playground, walking, outdoor ice skating outdoor basketball
- *Trottier School:* soccer, baseball, track, field hockey, outdoor basketball
- *Finn School:* soccer, outdoor basketball, baseball, playground, tennis

Development, Expansion and Maintenance

The Recreation Commission gathers information on facility needs from the various town organizations that use the fields and facilities. In turn, we work with the facilities department, selectmen, capital budget committee and advisory committee to plan for the facility needs of this community.

Volunteers

As a commission, we utilize volunteers, including senior tax work-off volunteers, for various tasks such as office support, open gym monitor and RAP monitors.

Friends of Recreation

This year the recreation commission is delighted to have the support of the newly the established Friends of Recreation. This group supports recreation through scholarships, donations and volunteer time. This year they purchased an outdoor skate rink that was enjoyed by the whole community. They successfully ran the *5th Annual Gobble Wobble Thanksgiving Road Race.*

Scholarships

Southborough recreation provides scholarships for all types of activities.

Health Benefits of Recreation

It is important to communities across the nation to stay active. Community parks and recreation programs provide that activity. Community recreation programs provide health benefits. The physical, mental, and social benefits provided to the community through recreation programs for pre-school through senior citizens range far beyond a single life span. The Recreation Commission is committed to working together with other departments and residents to insure that Southborough maintains the quality of life that residents should be afforded.

Southborough Housing Authority

The Southborough Housing Authority is a public housing agency consisting of a five member Board of Commissioners. Four members are elected and one appointed by the Governor of the Commonwealth. The Authority is regulated by the Commonwealth of Massachusetts through the Department of Housing and Community Development (DHCD) and provides housing to eligible low income elderly, handicapped and families. The Board of Commissioners is responsible for setting policy, program planning and setting goals, while the Executive Director, Lynne Moreno, oversees the day-to-day administration of the Authority. The Authority's maintenance man, Michael Williams, work full-time to maintain and preserve the Authority's properties.

The Authority owns and operates fifty-six elderly/handicapped housing units, three family units and an eight bedroom special needs facility which was constructed in cooperation with the Massachusetts Department of Mental Health and is managed by The Bridge of Central Massachusetts. The Authority is self sufficient, but subsidy is necessary from the Department of Housing and Community Development for capital improvements. Strict control of operating costs within our approved budget must be maintained while providing the best quality housing possible for our residents. This creates an increasing challenge as our properties are getting older.

Presently, net income limits for determining admission to state aided public housing range from \$45,100 for one person to \$85,050 for eight people. Questions about eligibility requirements and applying for housing may be directed to the Southborough Housing Authority office, 49 Boston Road (508-481-2166) which is open from 9:00 a.m. to 12:00 p.m.

The Board of Commissioners of the Housing Authority meets on the third Wednesday of each month at 6:30 p.m. in the Colonial Gardens Community Building. The present members of the Board are Jean Chappelle, Susan Chorey, Robert Jachowicz and Nancy Morris. The State Appointee seat continues to remain vacant.

Southborough Library

Mission: *To be the intellectual, cultural, and social center of town life, providing services, materials, and programs for children, teens, adults, and seniors of all income levels and interest.*

In September 2011, the Library celebrated 100 years at its present location at 25 Main Street. It was marked with an open house featuring displays of old photos and newspaper clippings that sparked lots of remembrances and storytelling about all the wonderful people who have contributed to the institution over the years.

Library staff and the Trustees took great pride in the results of the 2011 Southborough Resident Survey: 49 percent of the respondents gave the Library a rating of “excellent,” higher than any other town service, including schools. Of course, the Library, more than any other department, serves every age group from the very youngest to the most elderly. Thirty-five percent of the 741 respondents rated Library services as “good,” five percent as “fair,” one percent as “poor,” and nine percent said they had “no experience” with the Library. Clearly, there is room to improve, and we hope to lure that nine percent into the Library with our growing number of programs. Even if residents are not coming into the Library, we hope they are making use of our extensive online services, such as the full text of *The New York Times* and other periodicals and books they can download free to their e-readers. Learn more at our website www.southboroughlib.org.

Southborough Library Fund: While we were celebrating our past 100 years in 2011, we also were looking to the future. The growth of our community, the evolving information needs of our users and our Library’s limited space and outdated design require Trustees to consider what renovations are needed. To that end, the non-profit, tax-exempt Southborough Library Fund was established under the umbrella of the Community Foundation of North Central Massachusetts. Our first goal is to raise \$40,000 to fund an engineering and planning study. As of December 31, 2011, we had \$24,323.48 in the Fund. Checks are still coming in and we want to take this opportunity to thank everyone who has supported this effort.

What’s New at the Library?

Technology: In 2011, we embraced electronic readers. We hosted workshops on e-readers and we purchased two Kindles and two Nooks, preloaded with multiple titles. We are pleased to report that they are always in use. We also purchased 39 Wii games that can be borrowed and we were the beneficiary of a large donation of Xbox games that are constantly checked out.

Focus on teens: A recent emphasis at the Library has been on teens and “tweens.” We applied to the state and received a \$13,758 two-year Library Services and Technology Act (LSTA) grant to help us serve this population, ages 11 - 18. The money can be used to configure space within the Library for teens and to purchase equipment and fund programs. A Teen Advisory Group (TAG) meets regularly to suggest book purchases and plan events for this age group.

Speaker Series: In concert with the Southborough Business Network, we hosted an INSIDE STORY speaker series that attracted some of the largest crowds the Library has seen for evening events. About 85 people came out to hear the New England general manager of Wegmans speak, and Tom Prince, owner of Tomasso Trattoria in Southborough, shared his business story with another large crowd in November. The group is aiming for quarterly speaker events in 2012. We also hosted an additional 15 speakers for adult programs this year, including five local authors.

Tutors at the library: In an effort to make the Library a quieter place for our patrons, we adopted a policy that requires tutors to use our downstairs meeting rooms. Tutors must register in advance and pay \$5 an hour. That money, like the fines we collect, is turned over to the town.

Southborough Library (continued)

New sign: Thanks to a large contribution from the Friends of the Library, last fall a new sign was installed outside the Library facing the Rte. 30 and 85 intersection.

Staff – the people who make it all happen

The Library is staffed with two full-time librarians with master's of library science degrees: Jane Cain, director, and Kim Ivers, the children's librarian. Our library assistants are: Patricia Ellis, Heidi Lindsey, Naomi Magnoni, who serves as our young adult librarian and Barbara Spiri, children's room assistant. The Library also has two part-time assistants, Sue Serra, who works mostly upstairs, Chris McGinn, our tech person and three teen pages.

Friends, Volunteers and Supporters

The staff and Trustees would like to publicly acknowledge the hard work and dedication of the Friends of the Library, a small group of volunteers that raised \$9,757.00 in 2011 through their used book and cookie sales. Thanks to the Friends, we have 13 passes to area museums that provide our residents with free or reduced-price admission to those institutions. In 2011, Friends helped purchase materials for the Library collection; chairs and furniture in the children's room, for the staff and for the public computer area; computer software and a new phone system for the Library.

The Library benefits a great deal from the work of dedicated volunteers: Colleen Burke, Paula Fairfield, Ann and Rich Hall, Marie Kensington, Lois Seltzer, John Shoucair, Sue Snyder, Dot Spiro, Carolyn Sullivan, Carol vanBerkel, Prudence and Dean Webster, as well as teens who help out during the summer. In 2011, 37 volunteers donated 887 hours, assisting with many aspects of Library operations.

Thanks also to the Southborough Cultural Arts Council for awarding the Library a \$750 grant to support our April Poetry Festival last year.

Library Services

Network: The Southborough Library is a member of the Central/Western Massachusetts Automated Resource Sharing (CW/MARS) network. Library card holders can request materials Southborough does not own or have on hand through inter-library loan. Visit our website to search the catalog, download e-books, videos and audio books, or to access the full text of more than a dozen newspapers; Opposing Viewpoints, OneFile, a comprehensive periodical resource and many other electronic resources helpful to students.

Library Cards: To borrow books you need a FREE library card (replacements are \$1). To renew books online and use online resources, go to our website and scroll down from the blue bar at the top right side of the home page that says, "I'd like to..." You will need a PIN, which can easily be reset if you forget it.

Computers, Internet Service, Copy Machines: The Library has four public computers for adults, one for children, each with Internet access. We also have two catalog-only terminals, two networked printers, Wi-Fi and a copy machine for black and white and color copies. Black and white printed pages and photocopies are 15 cents a page; color prints are \$1.00 and color copies are 50 cents a page.

Meeting Rooms: Our two meeting rooms are available to local, non-profit groups for educational, informational, or cultural meetings or programs on Monday, Friday, and Saturday, 10 a.m. to 4:45 p.m. and Tuesday, Wednesday and Thursday, 10 a.m. to 8:45 p.m. The Ella Eaton Room has the capacity for 35 people. Projection screen, chairs, tables, and kitchen are available if requested. The smaller Trustees Room can hold 25 people. It has a conference table and chairs for eight, and additional table and chairs may be requested. To reserve, call 508-485-5031.

Shut-In Delivery: Book delivery is available for residents in need. More information at 508-485-5031.

Hours: Monday, Friday, Saturday, 10 a.m. - 5 p.m.; Tuesday, Wednesday, Thursday, 10 a.m. - 9 p.m.
Closed Saturdays in July and August.

Southborough Library (continued)

LIBRARY STATISTICS

	FY08	FY09	FY10	FY11
Total material holdings	64,528	66,140	70,370	75,485
Inter-library loans processed through Southborough (sending and receiving)	23,591	27,790	28,154	29,575
Total attendance at adult/young adult programs	468	778	771	987
Total attendance at children's programs	4,627	4,795	5,391	5,497
Visits to the Library (estimates based on week-long counts four times/year)	77,324	78,013	81,643	83,722
Fines & fees collected and turned back to the town	\$6,312.75	\$7,186.44	\$5,889.40	\$5,242.00

Southborough Youth and Family Services

Southborough Youth and Family Services is a human service resource for the community which focuses on the prevention and treatment of youth and family problems. We offer preventive programs, counseling, information, and education. We also provide various types of assistance to the financially needy families in town.

COUNSELING: The counseling component of Youth and Family Services is available to any resident of Southborough, free of charge, though we do prioritize clients with financial need or other special circumstances. We are staffed by mental health professionals offering individual, couples, family and group counseling and have also been fortunate to have the assistance of mental health interns over the last few years. Our office also provides clinical coordination of the town's school and community based Trauma Support Network. In 2011, 156 people received counseling, crisis intervention, or traumatic incident support services from us.

PREVENTION PROGRAMS: The goal of the prevention programs is to help participants increase their sense of self-esteem, develop social, communication and decision-making skills, increase their sense of responsibility for their own lives as well as to their community, learn relevant information and skills, and learn constructive use of leisure time. This in turn enables people to be more effective in their lives and helps to prevent serious emotional, behavioral and other life problems from developing. This year's programs included:

1. In-School Groups: This year, ten age-appropriate social skills groups were held in the elementary and middle schools, led or co-led by our staff members or interns. 105 students participated.
2. Community Action Programs: We continue to offer these programs in conjunction with Algonquin Regional High School. Algonquin students earn credits for being trained and then working with younger children in a variety of after school and evening programs. Southborough Youth and Family Services again took primary responsibility for Project Friend, which matches high school students with younger students in a "Big Brother/Big Sister" type program; and for programs placing Algonquin Students to help at the Southborough Extended Day Program. Approximately 150 Algonquin students participate in all the Community Action Programs each school year. This year, 17 "little friends", as well as numerous Extended Day students, were involved with these programs.
3. Summer Activities Program: This program serves children in grades 5 through 8, and offers participants the chance to participate in fun and wholesome activities, at the same time as learning important lessons about decision-making, responsibility, and interpersonal relationships. Twenty students participated this summer.
4. Teen Chaperones Program: We continued the Teen Chaperones Program at Algonquin High School again this year. Participants were students interested in providing community service, specifically by staffing the Teen Centers that we run. The Chaperones were trained to work with younger teens at the Teen Center, learning about communication skills and limit setting, and then going on to help plan for, organize and staff the Teen Centers. Approximately 96 students participated this year.
5. Teen Centers: Youth and Family Services continued to run the Teen Center this year, Friday night activities for middle school students in Southborough, held several times in the course of the school year. Most years we sponsor 5 or 6 Teen Centers. This year, unfortunately, one Teen Center was "snowed out" and we were unable to reschedule it. The total number of attendees at all five Teen Centers this year was 433.

EDUCATION: This year, as the coordinating agency for Southborough Project Respect, we provided information and education to parents around the issue of bullying. We published several informational and educational newsletters which went out to all parents in the Southborough school district. Because of financial constraints, we were unable to bring in any educational presentations this year.

HALLOWEEN PARTY: In 2011, we again hosted our annual Halloween Party, attended by approximately 300 children and adults. Thirty-seven middle school and high school students volunteered and helped to set up and run the party. Thank you to these kids and to all the other volunteers who helped!

Southborough Youth and Family Services (continued)

CAMPERSHIPS: This year, Youth and Family Services again coordinated and distributed camperships to children who would not otherwise have been able to attend summer camp. Through Friends of the Southborough Youth Commission, we were able to provide camperships to several camps, from donations of funds from individuals, as well as donations of camperships from the Fay School Summer Camp, Metrowest YMCA, Teamworks, Kidsborough, the Southborough Extended Day Program and Exploration Summer Program. Thank you to these camps and to all the private citizens who donated. This year, 34 camperships were distributed to Southborough children.

HOLIDAY GIVING PROGRAM: For the seventeenth year, Youth and Family Services, in cooperation with the schools, acted as a clearinghouse for holiday donations, identifying and distributing to Southborough families in need. This year the need continued to grow. However, many groups, companies and individuals continued to come forward with generous donations. Thank you so much to all of you! Twenty-three members of six families received Thanksgiving assistance and 131 members of forty families had a brighter Christmas or Chanukah because of your generosity.

SMILING KIDS PROGRAM: This year, our office again cooperated with another community service program, "Smiling Kids," which was run by a local foundation and was funded entirely through their hard work and generosity. This program helps parents in difficult financial situations to provide birthday gifts to their children. This year, 59 Southborough children benefited.

EMERGENCY ASSISTANCE: We have for many years, with financial support from Friends of the Southborough Youth Commission, provided occasional emergency financial assistance to local families. This year has seen a continued high number of requests for such help. We have met with many families to help them assess their situation and look at possible sources of help, have helped them access such help from local, state or federal sources, have done the screening for fuel-assistance eligibility and have provided short-term, emergency financial assistance (in addition to holiday or campership help). Forty people benefitted directly from this help.

SOUTHBOROUGH UNSCHEDULED: Once again this year, we sponsored "Southborough Unscheduled," which encourages families to set aside one night to do things together as a family. There are no meetings, rehearsals or athletic practices after 6PM, and no homework. We know that there is widespread participation among families with children; however, because it is a "non-event" (i.e. participation is private, not public) there is no way to cite numbers.

CONSULTATION, INFORMATION AND REFERRAL: Our staff continued to work closely with schools, police, courts, clergy and other community agencies this year. We continue also to be available to provide information and referrals to other health, mental health and service providers.

The staff wants to thank the Board for its hard work and support; the Friends of the Southborough Youth Commission; and all the people who have generously supported our programs with your time, energy, financial assistance or moral support!

The Youth Commission Board meets at Fayville Hall, 42 Central Street, usually on the first Tuesday of each month, at 7:15 PM. All meetings are posted at the Southborough Town House. For information on our programs, or to volunteer to be involved, please call us at (508) 481-5676.

Veterans' Services

In 2011 Veterans' Services continued to address veterans' issues and benefits with over sixty additional clients Southborough veterans and families of veterans. These issues deal with the wide range of benefits available to eligible veterans living in Southborough and include financial and heating assistance to veterans through the combined town and state programs. Several new clients have been approved for eligibility for Veteran Administration health benefits which include prescriptive medications, eye glasses, hearing aids, surgery, clinical visits and other services. The Veterans' Services office, in conjunction with the Commonwealth of Massachusetts Department of Veterans' Affairs and the federal government Veterans' Administration, advises veterans of the full range of benefits available to them and then, with the assistance of the applicant, determines the eligibility level of the applicant.

Determining eligibility consists of many various aspects. The basic eligibility requirements for most veterans are based upon the applicant providing a copy of his/her discharge from military service under honorable conditions. Dishonorable and bad conduct discharges will usually bar a person from receiving benefits. Residents of Southborough may determine the eligibility status of a veteran by contacting the Veterans' Services Officer at Cordaville Hall (508-229-2172). In order to make an eligibility determination, discharge papers must be presented and application forms must be completed and submitted to either the Commonwealth or the Veterans' Administration.

Examples of benefits available to veterans include:

- Hospital, medical, dental and prescription drug assistance, eye glasses and hearing aids
- Nursing home care
- Educational benefits (including the GI Bill)
- Outreach and counseling
- Assistance for veterans returning from overseas duty or any form of active duty
- Researching records for information on veterans who are family members
- Employment and training
- Information on veterans' medical clinics, hospitals and soldiers' homes
- Some benefits for family members and dependents
- Assistance determining if a veteran is eligible for disability benefits
- Location of medical clinics and other medical facilities
- Assistance in completing forms for burial markers for deceased veterans

Many available benefits are dependent on annual income or other financial status. All inquiries may be directed to the Veterans' Services Officer.

The Veterans' Services Officer is located in the basement of Cordaville Hall and can be reached at 508-229-2172. Office hours are Tuesday afternoon from 4 PM to 6 PM. In emergency call 508-485-4059. Appointments for a meeting can be made at any time.

