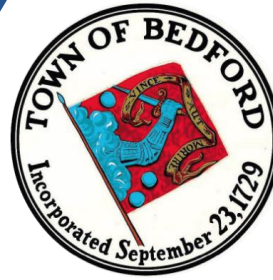


Town Manager's Report

Matthew J. Hanson, Town Manager

TOWN OF BEDFORD

10 Mudge Way
Bedford, MA 01730
781-918-4000



SELECT BOARD

Bopha Malone, *Chair*
Shawn Hanegan, *Clerk*
Margot Fleischman
Emily Mitchell
Paul Mortenson

December 18, 2023

Department Updates & Operational Status Reports

Dear Board Members and Members of the Community,

I am pleased to provide the following updates from Town Hall and throughout Town:

- The **Select Board** completed a **Goal Setting process for Fiscal Year 2025** on Dec 12th. The Top 3 Goals identified were:
 - Work with the Fire Station Building Committee to complete the design and begin construction of the new **Center Fire Station Headquarters** at 139 The Great Road.
 - Finalize and support the implementation of **new multi-family zoning districts** to comply with the State's MBTA Communities zoning law.
 - Continue to design, fund, and construct traffic improvement projects along The Great Road as recommended by **The Great Road Master Plan**. The full list is available on the **Select Board Page**: [CLICK HERE](#)
- The Town has been awarded a grant under the **Massachusetts Electric Vehicle Incentive Program** to install a new electric vehicle charging station at the **Lane Elementary School**.
- The **Health Department** has received a new cache of **1,800 COVID-19 test kits** which are now available for **FREE** at the Health Department, COA, Bedford Library, and the offices of both the Town Manager and Town Clerk.



- **Captains Sullivan and Bauman** along with **FF/Paramedic Sahrbeck** participated in the annual **Fire Department Toy Collection** on Saturday. There will be another toy drive next **Saturday, December 16, from 10AM-3PM behind the High School**.
- A project to install a new digital connection to the **Hartwell Ave Pump Station** is underway. When complete, this upgrade will give the Town remote live access to controls.
- The **Fire Department** received several technology upgrades including new **laptops** in fire vehicles, new handheld **cell tablets** for fire inspections, and a new **record management** system.

Town Manager's Report

Matthew J. Hanson, Town Manager

- **Public Works** has finished its fall work and is geared up for winter operations! **6 salt spreaders for freezing conditions, 25 town pieces of equipment for small storms, and an additional 14 contracted pieces for larger storms stand ready.** For residents, sand and salt will be provided outside Springs Brook Park at 171 Springs Road. Bring a bucket and pick some up!
- The latest project in the Town's ongoing partnership with the **Civil and Environmental Engineering program at UMass Lowell** is finishing up. This semester 26 students looked at the **Great Road/ Brooksbie intersection**, investigated different technical projects, provided outside-the-box ideas, and honed their presentation skills.
- **Construction on North Road** has finished up for the season and the long-awaited **patching of the trenches** has been completed! Final electrification of the **new traffic signals** will be completed in the spring.
- After a one month closure, phase 1 of the **renovation of the Town Center Playground** has finished! During that time, multiple new pieces of equipment were installed, worn parts replaced, benches added, and fresh playground-rated wood chips brought in. **Phase 2 will begin in the spring** and will feature the addition of an additional "rubber" section surrounding some of the new wheelchair-accessible items and new We-Go-Round equipment.
- **A Note from the Assessors Office:** Most residents will see an increase in their residence value in the real estate tax bills to be mailed late December. Please note that although values increased due to sales patterns, the tax rate dropped approximately 5% from last year. The result is that your tax bill will not increase to the degree that the residence value increased. **Always feel free to contact the Assessors office with any questions.**
- **Taxation Aid Committee:** Bedford has established a fund to assist qualified elderly or disabled residents with their real estate taxes. Donations to this fund may be eligible for a tax deduction and are in addition to your tax bill. If mailing, please send check or money order. Cash donations can be made at Town Hall to the Finance Department. Online contributions cannot be accepted at this time. For more information on this program, please visit <https://www.bedfordma.gov/Taxation-Aid-Committee>



- Residents will soon receive an insert included with their 3rd quarter FY 2024 real estate tax bills informing them how to make a **voluntary donation**. The Taxation Aid Committee hopes you will be as generous as you can be to help your elderly or disabled neighbors continue to enjoy living in the town they love.
- The **Bedford Council on Aging** hosted its annual Holiday Party co-sponsored and supported by the **Friends of the Bedford COA**. Special thanks to **Brightview & Assisting Hands** from providing deserts and hot cocoa!
- Members of the **Police and Fire Departments** participated in a class on **Cancer Awareness and Prevention**.

Say "Hello" 🙌

Employee Updates:

- **Peter Sullivan**, Highway Heavy Equipment Operator, DPW
- **Joseph Zampell**, Grounds Heavy Equipment Operator, DPW
- **Steven Gerhart**, Police Department, Police Officer

Town Caucus

Tuesday, January 9, 2024, at 7:00 p.m.

The voters of the Town of Bedford will meet in the Richard T. Reed Room, 10 Mudge Way to nominate candidates for elected Town Offices. The Caucus shall receive nominations from the floor for each office before voting on the nominations. A person must be present at the Caucus and be a registered voter in Bedford to be nominated. The two candidates for each open position that receive the highest number of votes shall be declared nominated, providing that any nominee receives at least a minimum vote of eight percent of the Caucus members voting. Following written acceptance, the names of the Caucus nominees shall appear on the ballot without further requirements.

-
- **2024 Winter Recreation Brochure is here!**

Winter 2024 registration is now OPEN. Register for activities here: [ActiveNet](#).

Or stop by the Recreation office at 12 Mudge Way to register in person.



Summer Jobs Fair

Thursday, January 11th 6:00 PM -7:30 PM
Reed Room at Town Hall (10 Mudge Way)

Learn about Summer jobs in Kids Club, Summer Adventures, and Springs Brook Park!

RSVP here: [Recreation Summer Job Fair Optional RSVP](#) (google.com)

Still Searching  **Employee Updates:**



- **Fire Chief, Treasurer / Collector**, and 15 other positions remain vacant:
 - Please visit www.bedfordma.gov/Human-Resources for more information.

Interested in Volunteering?

Click on a Committee below to learn more or click the following link for an application: [APPLY HERE](#)

Board or Committee	Vacancies	Board or Committee	Vacancies
Ad Hoc Tricentennial Committee	2 vacancies	Hanscom Area Towns Committee	1 vacancy
Bedford Housing Partnership	2 vacancies	Historic District Commission	1 vacancy (alternate)
Bicycle Advisory Committee	1 vacancy	Historic Preservation Commission	1 vacancy
Capital Expenditure Committee	2 vacancies	Municipal Affordable Housing Trust	2 at-large vacancies
Conservation Commission	1 vacancy	Petitioners Advisory Committee	2 vacancies
Cultural Council	1 vacancy	Tree Master Plan Committee (Ad Hoc)	2 at-large vacancies
Energy and Sustainability Committee	2 vacancies	Trails Committee	1 vacancy
Finance Committee	1 vacancy		

Want to watch prior government, educational or public programming?

Visit the [Bedford Video on Demand & Live Streaming Services](#) by clicking the image below:



Don't want to miss the Town Manager's Report?

Great news, you can now SUBSCRIBE!

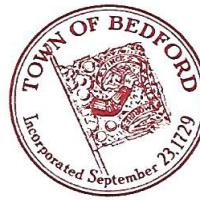
Have the Town Manager's report sent to your email
 (typically twice per month)

Visit <https://www.bedfordma.gov/list.aspx>

COA Monthly Report Attached Below

COUNCIL ON AGING

12 MUDGE WAY
BEDFORD, MASSACHUSETTS 01730



TEL: 781-275-6825
FAX: 781-275-5673

ALISON CSERVENSKI, Director

Date: December 1st 2023

To: Members of the Council on Aging Board

From: Alison Cservenschi, Director

RE: Monthly Reports: **NOVEMBER 2023**

PROGRAM MEASURES

Category	Duplicated	60 and Over Guests	Under 60 Guests	Total	Unduplicated
Community Education	143	17	0	160	84
Cultural Event	22	5	3	30	9
Fitness/Exercise	557	51	0	608	173
Health Screening	2	0	0	2	2
Information Sharing	69	22	0	91	56
Recreation	94	18	0	112	25
Social Event	894	159	1	1054	200
Total Event Sign In	1781	272	4	2057	549

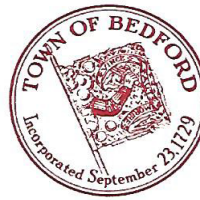
Since COVID all virtual program attendance continues to be manually logged by COA staff into MySeniorCenter at the time of running the class or from attendance provided by the instructor after class. Since COVID COA staff send out multiple weekly reminder zoom link email for all COA-led virtual classes. Room moves were also needed this month and were arranged with other departments.

ONGOING DIRECTOR TASKS/ACTIVITIES

- Completion of monthly Wheels of Life/CWV reports/letters, newsletter letter, approval of monthly newsletter.
- Participated in Department Head, monthly BCP and meeting with Health & Human Services Director.
- Provided packets to COA Board, including: agenda, reviewed minutes, monthly COA report, financial report and other documents as needed. Provided email reminder to Board and prepared in-person documents for the meeting.
- Facilitated weekly COA staff meetings and completed monthly data collection and BLT report for the MBTA.
- Maintained communication regarding At Risk residents with Social Worker and community stakeholders.
- Completed payroll, department supply ordering, budgeting, billing, reconciliation and turnover initiation/tracking.
- Planning meetings/discussion with Social Worker for residents at risk, in crisis, dealing with falls/health changes, heat issues, residents and families in need of support, consultation and follow up.
- Facilitated virtual At-Risk Meeting with town stakeholders including COA, Police, Fire, Youth and Family Services, Board of Health, Elliot Community Health Services, and the Domestic Violence Service Network.
- Participation in monthly COA/MCOA/EOEA Regional Director and monthly Minuteman Senior Services calls.
- Supported instructors, volunteers and participants during virtual, hybrid and in-person groups as needed.
- Maintained zoom attendance and registration tracking/input for virtual classes in lieu of physical 'sign in'.
- Met with Health and Human Services Director for monthly check-in.
- Provided room set up & break down in program rooms.

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OUTREACH ACTIVITIES

Danika Castle LICSW, COA Social Worker

Internships

- Innessa- Supervision weekly- 1 hr each
- Site visit 11/17 – 45 minutes

Grants

- Clear the Clutter Grant work- organization of work being done, invoices and CFF group prep: approx. 4 hrs total
- Clutter Free Friends Group 10/19- 1.5 hrs
- SNAP Annual Audit Review Meeting 11/7- 1 hr
-

Meetings & Trainings

*Response to Immigrant Refugee Crisis at Bedford Plaza Hotel: (71.5 hours of 152 COA Social Worker Time this month)

- Office Hours at Hotel (Mon & Weds) approximately 4 hrs each (32 hrs)
- Daily morning calls for first half of month, moved to M, W, F week of 11/13- ½ hr each (6 hrs.)
- Administrative/planning meetings including last minutes meetings with Youth Service Coordinator and & Community Social Worker discussing census data and plans to gather information- approx. (20 hrs.)
- Meeting with Social Work and Nursing team 11/30- (2 hrs.)
- Weekly meeting with Social Work team 1.5/2hrs (8 hrs.)
- Health and Human Services meeting with HHS Director, Heidi Porter 11/21- (1.5hrs)
- Community Forum Meeting at Hotel 11/30- (2hrs)

Other Meetings

- COA Staff meeting 11/9, 11/16- 1 hr each
- Preparation, follow up and attendance at monthly virtual At-Risk Meeting with town stakeholders including COA,
- Phone conversation with Joe Carson from CareForth 11/14- 45 mins
- Facilitated COA Regional Outreach Meeting 11/7- 1 hr.
- Attended COA Presentation at the Bedford Rotary Meeting 11/14- 1hr
- Meeting re: Low Income Water Abatement Program 11/14- 1 hr.
- Facilitated 'Clutter Free Friends' Group 11/16- 1.5 hrs.
- Meeting with COA Director 11/17- 1 hr.
- Attendance at Statewide Hoarding Resource Meeting 11/28- 1 hr.

NOVEMBER SOCIAL SERVICE OUTREACH MEASURES

Community Home Visits	Mailed Outreach	Office Visits/Consultation	Phone/email/virtual Consultation	*Un-documented Interactions	Total Contacts for Month	Unduplicated Assisted
2	2526	4	30	3	46	30

BEDFORD LOCAL TRANSIT ACTIVITIES FOR DECEMBER

Handicapped Riders	Youth Riders	Adult Riders	Elderly Riders	TOTAL Ridership	New Riders	BLT Cards Sold	Days of Service	Mileage	Fares Collected	MBTA Reimbursement
250	0	35	76	361	3	16	18	1040	\$408.80	\$951.92

9 Turndowns this month.

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OVERALL PARTICIPATION

Month Comparison	*Incoming Call Volume	Total In-Person, Virtual and Hybrid Visits	Visits/Day	Unduplicated Individuals	Social Service Interactions	Individuals Served by Social Services
November	536	2057	89	549	46	30
October	529	2273	90	475	39	27

8 new seniors engaged with the COA in November. 20 rides were completed through the Wheels of Life. 498 congregate meals were served by Minuteman Senior Services and lunches were provided by the drive-through option.

ONGOING VIRTUAL/ZOOM PROGRAMS & SATURDAYS IN NOVEMBER

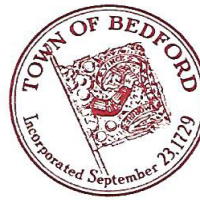
Programs	Chair Exercise	Modified Chair	Writing Group	Yoga Chair, Osteo & Floor	Zumba	Brain Stretching	SATURDAYS
Groups Held	4	4	2	10	2	2	4
Total Attendance (Duplicated)	0	20	4	47	19	6	10
Class Administrator	COA Run Wednesday 1:00pm	COA Run Monday at 1:00pm	COA Run Tuesdays at 1:00pm	Instructor Thru 10am 11am & Friday 9:30am	COA Run Tuesday 4:30pm	COA Runs e/o Mondays 10am	COA 10 - 3

In-person, virtual and alternative programs and services operated for 23 days in November.

DIRECTOR'S TOWN COLLABORATIONS/GRANTS & FUNDING/EDUCATION/OUTREACH

Grants & Funding

- Prepared and presented SNAP processing and passed annual UMass Medical audit. Arranged for new Community Coordinator for Youth and Family to get access on SNAP system and updated annual budget to reflect the same.
- Collaborated with Social Worker in securing vendors for the service portion of the Clear the Clutter grant. Received \$2375.00 in reimbursement for completed grant work.
- Processed and submitted the annual National Transit Database report for the Bedford Local Transit funds.
- Attended regular FBCOA meeting and discussing funding opportunities and support agreements.
- Updated new Budget Books on MUNIS system.
- Meeting with Jeffery King, Director of Housing and Economic Development, Youth and Family/COA Social Worker, Bethany Arnold, Finance Administrative Assistant, and Director of DPW, David Manugian, regarding establishing the Low-Income Water Abatement Program through Community Team Work (CTI). The Town already works with CTI for the Low-Income Heat Abatement Program, of which the individual will have to be enrolled to take part.
- Met with Matt Lanefski, Town Assessor, Alex Dizio, Treasurer & Collector and Administrative Assistant, to discuss internal processing of the Senior Tax-Work Off program and eligibility requirements.
- Received notification from Walk Massachusetts of winning \$500 for 2nd place. This walking/step challenge included members of the community and staff who tracked their steps for Bedford. This money will be used to enhance exercise programs for the COA. Thank you to all who walked for us !!!



Education & Professional Development

No education or professional development this month

Outreach

- Managed volunteer delivery drivers for ongoing Monday, Wednesday and Friday lunches from Carleton Willard.
- Provided social service coverage in lieu of COA Social Worker, temporarily assigned to assist with refugee crisis including case management, providing resources, information and referral.
- Presented all about the Council on Aging to the Bedford Rotary outlining programs, services, cooperative relationships and partnerships and opportunities for support.
- Meeting with Cliff Cheung, Superintendent of Schools, regarding volunteer opportunities and Senior Tax-work Off.
- Created promotional flyer for the Senior Tax Work-Off program and distributed to the Bedford Citizen and town Facebook page. Outreached residents who had expressed interest in the program providing more details.
- Arranged interviews, completed required documentaion and placed 3 Senior Employment opportunities.

Town Collaborations

- Attended Annual Special Town Meeting with an interest in the Senior Tax-Work Off Program, which was accepted.
- Debrief of October event, and planning for next, meeting with Hilary Viola, Director of Community Programs, and Lisa Krinsky, Director of the LGBTQIA+ Aging Project of Boston, through the Fenway Institute, and Jennifer Stiff, Nutritional Director of Minuteman Senior Services LGTBQIA+ lunch program.
- Met with Eagle Scout for initial introduction of COA and potential projects.
- Presented FY25 budget requests with Health and Human Service Director.
- Dementia Friendly Bedford meeting with Cindy Tulimieri and liaison from the Alzheimer’s Association. Plans to outreach to the Bedford Chamber of Commerce to investigate Alzheimer’s training for businesses.
- Met with Chris Nelson, GIS Analyst, regarding the new National Transit Database request for mapping on the BLT.
- Hosted Lisa Templeton, COA Newsletter/LPi Liaison, for annual check in and outreach visits.

NOVEMBER PHOTOS AND EVENTS

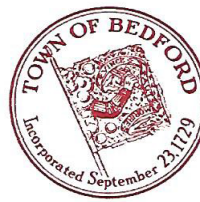


American Legion Thanksgiving Luncheon with 83 signed up by the COA, 2023 featuring 19 year old crooner Ben !



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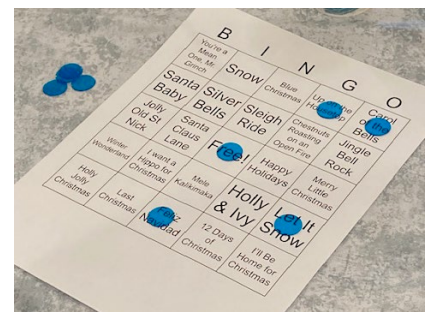
TEL: 781-275-6825
FAX: 781-275-5673

Winter Hikes begin: Lincoln - De Cordova Museum



Volunteer, Susan Grieb (center above), is an Appalachian Trail trained leader, always shares the group ahead of time that includes the expected intensity of the hike throughout.

Another full house for a special 'Holiday' Bingo to the Beat



Bikers taking advantage of the sunshine

