City of Augusta Annual Report, 2020

Augusta, (Me.).

Follow this and additional works at: https://digitalcommons.library.umaine.edu/towndocs

Part of the United States History Commons

Repository Citation

This Report is brought to you for free and open access by DigitalCommons@UMaine. It has been accepted for inclusion in Maine Town Documents by an authorized administrator of DigitalCommons@UMaine. For more information, please contact um.library.technical.services@maine.edu.
# TABLE OF CONTENTS

## Executive/Legislative Department
- City Manager’s Message ................................................................. 3
- Augusta City Council ......................................................................... 4
- Augusta City Council Goals and Strategies .......................................... 5
- Committee Members ......................................................................... 9

## Development Services Department
- Administration .................................................................................. 10
- Economic Development Bureau ......................................................... 11
- Planning Bureau ................................................................................ 12
- Historic Preservation Commission ...................................................... 13
- Code Enforcement Bureau ................................................................ 14
- Airport ................................................................................................. 16
- Facilities and Systems Bureau .............................................................. 17

## Civic Center ..................................................................................... 18

## Community Services Department
- Parks and Recreation .......................................................................... 20
- Childcare Bureau ............................................................................... 22
- Health and Welfare Bureau ................................................................. 23
- Old Fort Western ................................................................................ 24
- Lithgow Public Library ...................................................................... 26

## Finance/Administration
- Audit Bureau .................................................................................... 27
- Assessing Bureau .............................................................................. 28
- City Clerk/Treasurer .......................................................................... 29
- Human Resources Bureau .................................................................. 31
- Information Systems Bureau ............................................................... 32

## Fire .................................................................................................... 33

## Police ................................................................................................. 35

## Public Works Department
- Administration/Streets ...................................................................... 40
- Engineering Bureau ........................................................................... 43
- Central Garage .................................................................................. 44
- Hatch Hill Landfill ............................................................................. 45

## School Department ........................................................................... 47

## Maine Legislators and U. S. Congress Town/City Letters ....................... 48

## State and Local Government Phone Directory and Information ............ 52

Cover photos: See Planning Bureau page 12, last paragraph.
MANAGER’S GREETING

CITY MANAGER, WILLIAM R. BRIDGEO

The year 2020 started out in such a fine, upbeat fashion. The City Council had, by mid February, settled on an ambitious set of goals and action items for the coming year, the winter wasn’t proving to be that difficult (and thus expensive), several promising development projects were materializing, City finances were in good shape, morale was high, and I was looking forward to a spring vacation someplace warm.

Then came the middle of March and Covid-19 – a pandemic the country and the world had not seen the likes of since the Great Influenza of a hundred years earlier. We all have our “where were you when it hit” or “what was the last normal thing you did” stories. In my case, the week of March 10th last year I flew to Washington on Tuesday for scheduled meetings with the four members of our Congressional delegation and things were mostly normal. By the time I boarded a plane on Thursday for the return trip home, things were far from normal.

By the next week, Mayor Rollins had used his statutory authority to place the City under a state of emergency and the Fire Chief was telling me that I had to issue an executive order closing all bars and restaurants in the City for the foreseeable future (this on the day before St. Patrick’s Day!). Unsettling as things were thus becoming, no one imagined that for the entirety of the coming year all of our lives would be consumed with contending the health and economic crises then unfolding.

To the great credit of our Mayor and City Council (for their steady and strong leadership under pressure) and our dedicated City workforce (for their vigilant and often heroic work under the most trying of circumstances), we adapted and continued to deliver the municipal services you, as members of our community rely on – especially during times of crisis.

Anticipating an economic downturn, I initiated certain austerity measures and the City Council adopted a budget in the spring for the July 1st fiscal year that incorporated those measures and established a work plan that ensured an emphasis on public safety. Although many positions have since been able to be restored, we needed to lay off thirty-two of our employees and dramatically cut discretionary programming and planned capital investments. Hardest hit of City operations was the Augusta Civic Center as virtually all of its scheduled programming was cancelled (thus creating about a $1.5 million deficit in its operating budget). The good news is that by the end of December 2020, the steps we took had worked to limit the fiscal damage to the City while delivery of core services was maintained.

I took great pride throughout the course of the year in the performance of our City workforce. Our Fire Department personnel (for most of the year under the stellar leadership of recently retired Chief Roger Audette) set the gold standard statewide for their pandemic response, often risking their own health and to some extent lives to treat patients). The same can be said of our police force members. Generally unsung in the pandemic but also dedicated and committed were (and are) any number of other City employees ranging from the rubbish collection crews, to front office clerks, to childcare workers, to General Assistance caseworkers. There was not one instance, throughout the entire year, where it was reported to me that a City employee refused to accept the risks inherent in her or his job. That’s pretty special.

The individual departmental reports that follow amplify and get more specific about what I’ve discussed above. As we began 2021, Mayor Rollins and the City Council reaffirmed the progressive goals initially adopted for 2020 and that remain important targets for our city government (and can be found beginning on page 5 of this report). As we continue to emerge out of The Great Pandemic I am fully confident that we will succeed in achieving those goals and making better what is already the best community in Maine!
Mayor David Rollins took office on November 6, 2014. Mr. Rollins is an Augusta native and was serving his second term as At-Large City Councilor prior to being elected Mayor. In November of 2018 he was re-elected to serve his second full term as Mayor.

During 2020 the following council members served our City (from left to right):

Ward Councilors:
Linda Conti, Ward 1
Kevin Judkins, Ward 2
Michael Michaud Ward 3
Eric Lind, Ward 4

At-Large Councilors:
Raegan LaRochelle
Heather Poulion
Marci Alexander
Darek Grant

**Business Meetings** are for establishing city policy by ordinance, order or resolve. They are usually held on the first and third Thursdays of the month at 7:00 PM and were mostly at the Civic Center in 2020 due to the pandemic.  

**Informational Meetings** are for the purpose of informal discussions of city issues between the City Council and staff. They are held on the second and fourth Thursdays of the month at 6:30 PM.

All meetings are open to the public and the public is encouraged to attend. Those persons wishing to address the City Council about a specific topic not on an agenda, who have submitted a formal request in accordance with Section 2-61 of the Code of Ordinances, may do so at an informational meeting only and by contacting the City Manager’s office at 626-2300 or by e-mail to: info@augustamaine.gov.
City of Augusta City Council 2021 Goals and Strategies

Final Draft 3/1/21

At the January 30th City Council goal setting session, the Mayor and Council focused their three-hour discussion on a review and update of their 2020 goals and strategies; the recommendations contained in the latest draft of the soon to be released 2020 Comprehensive Plan; and what role City government should play in continuing to address the challenges associated with dealing with the Covid-19 pandemic.

Senior staff were present to provide information and input as necessary.

The Mayor began the discussion by inviting each Councilor to speak to her or his individual priorities and ideas.

Councilor Alexander emphasized that the pandemic is a two-year event and that the Council needs to take stock in what is happening as a consequence in our community by reaching out to a broad range of businesses, people, and agencies. She said that, nonetheless, establishing long-term goals are still important and needed.

Councilor Pouliot stressed the importance of maintaining economic development as a high priority, stressing partnerships with private and non-profit economic development organizations. She said that the organization needs to continue to be concerned about succession planning. As co-chair of the Comprehensive Plan Committee, she identified an extensive list of priorities contained in the draft plan (discussed in more detail below).

Councilor Allen, in addition to supporting what Councilors Alexander and Pouliot spoke to, identified citizen concerns about the City’s recycling program (and how it might be enhanced), about the possibility of a citizen survey to explore this and any other resident concerns, and her strong commitment to the work of the Substance Use Task Force and following up on that Committee’s recommendations during the coming year.

Councilor LaRochelle stated that most of 2020’s goals are still applicable (including the updates to the TIF policy that she has been engaged in), and that the Substance Use Task Force’s recommendations are a top priority.

Councilor Lind emphasized the importance of completing the comprehensive plan and the importance of the Council looking out to the next five to ten years as it plans and acts. He also emphasized a desire for a facilities planning effort to understand needs at least ten years out. He spoke to the need for synchronized effort with the City’s other boards and commissions. He identified the Police Department’s goals as an example of where their development should come after and be consistent with Council’s goals. He advised that the United Way of Kennebec Valley Affordable Housing Task Force was making good progress and that its work product will provide guidance for the Council.

Councilor Judkins stressed the need for Council to prioritize its work and do a few things really well. He reiterated his ongoing, strong support for the creation of a full-time in-house public/community relations staff person (as opposed to an outside contract firm).

Councilor Michaud said that housing, homelessness, and substance use issues are not merely goals to be addressed but crises in our community and need to be tackled as such. He said that building a new police station is an immediate high priority. Other priorities for him include promoting Augusta, exploring what can be done to advance the redevelopment of the Kennebec Arsenal, and strongly emphasized the need for a strategy to improve the Sand Hill neighborhood.

Councilor Conti reaffirmed her commitment as Ward One Councilor and that ward’s issues are her primary concern.
including pedestrian safety with a need for infrastructure improvements such as sidewalk repair and replacement and cemetery maintenance. She cited the house at 57 Green Street as a prime example of why the City needs a strong vacant buildings ordinance. She stressed her support for the Planning Board and her belief that there should be a community dialogue about community safety (and that may mean different things to different people) as a precursor to the new police station process.

Mayor Rollins echoed his 100% support for City economic development efforts and recovery. On recycling, he said that the Council has had many in-depth discussions over the years about what the best approach to providing this service should be and his sense that what is currently offered meets the need. Perhaps it needs to be communicated more extensively. He expressed appreciation and support for the work of the substance use and housing/homelessness task forces and the City actions they will lead to in 2021. He said that moving forward on the new police station was the most immediate priority. Echoing Councilor Conti, he stressed the need for a new, strong vacant buildings ordinance.

After this round robin, the Council reviewed the 2020 Goals and Strategies document.

With regard to those 2020 goals (which are appended and incorporated by reference), there was broad consensus that under **Goal 1**, the issue of resolving remaining questions about development of a new police station is an immediate priority and that the process will begin with a special Council workshop meeting to be held on Tuesday evening, February 16th. At that meeting, all of the latest available information related to site options, design and cost estimates and any other variables will be reviewed and discussed. Ideally, a consensus as to how to move forward from there will emerge. Having a bond authorization question ready for the voters for either June or November would be advantageous. Prior to that meeting, the City Manager will meet with Councilor Allen to bring her up to speed on what has transpired so far with this project’s process.

**Strategy 1-B**, working with the School Department to plan for the replacement of Hussey School was reinforced (and it was noted that once a new school is constructed, the old school site may become a good prospect for additional affordable housing).

**Strategy 1-C**, aimed at identifying the City’s long-term capital asset improvement/replacement needs and a plan to address them, was reinforced and the white paper will be undertaken by the Department of Development Services.

**Goal 2** speaks to promoting pedestrian safety, walkability and public transportation. It was noted that in 2020 staff placed significant emphasis on pedestrian safety improvements (Memorial Drive, South Belfast Avenue and Howard Street and a number of collaborative efforts are in the works with MDOT State-owned arteries in the City). It was agreed that CAPITAL (the existing citizen group) advocating for pedestrian improvements is well suited to serve as the City committee to meet Strategy 2-A (creating an Ad-Hoc Committee) and 2-B (meeting with key partners to explore expanding services for public transportation).

**Goal 3** speaks to promoting Augusta as a place to live, work, and play. It appeared that there is a majority of Council that is ready to move away from the pilot project of retaining an outside public relations firm to address this in favor of a new full-time position budgeted for 2021. The City Manager will make a provision for that in his upcoming 2021/2022 proposed General Fund budget and Council will act on it from there.

**Goal 4** calls for efforts to stimulate development on Sand Hill and across the City. Ward Three Councilor Michaud reinforced his strong advocacy for this goal. The Development Services Department will prepare a menu of potential action items for informational meeting discussions in the coming months. They will include researching the feasibility of an effort to clear away some of the vegetation behind the properties within the view shed of the Kennebec River,
possible public improvement grant opportunities (e.g. CDBG), and partnerships with private property owners interested in participating.

**Goal 4-B** calls for updating the Council’s Tax Increment Financing policy and that work is underway by the Council’s TIF Committee and nearing completion.

**Strategy 4-C** calls on the Development Services Department to research other municipalities’ approaches to incentivize the occupancy and rehabilitation of older buildings. That effort is ongoing and will continue. Associated with it is the support during this process for strengthened municipal code provisions that address vacant buildings.

**Goal 4-D** calls on the Development Services Department to develop an interactive on-line map of available city-owned properties.

**Goal 4-E** says that the City Manager will prepare a white paper on the Parking District and recommend changes if necessary. Over the past year, Parking District Trustees have determined that the District is no longer a viable entity and should be legislatively abolished and its assets and responsibilities absorbed into City government. The City continues to maintain the lots and signage. A study has been completed with recommendations for different parking fee scenarios to generate revenue from parking. This has been discussed with the City Council and efforts are underway to secure legislation that would accomplish this.

**Goal 4-F** calls for Council to consider supporting a state law change that would establish a local-option hotel tax. If a majority of this Council still supports that concept, it will be placed on a future Council informational agenda.

**Goal 4-G** (fondly referred to as the “Councilor Grant Goal”) calls for continued efforts to recruit a professional sports team into the City. Assuming this goal continues to enjoy Council support, those efforts will continue.

**Goal 4-H and 4-I** are both tied to the City working with outside partners to advance economic development in the City. 4-H says that the City will expand the role of the Augusta Downtown Alliance in promoting events and 4-I says the Council will hold a workshop to consider ways to partner with neighboring communities to promote the region. Staff will look to this Council to reaffirm these goals and follow-up accordingly.

**Goal 5** calls on Council and staff to enhance Augusta’s quality of life. Its first strategy (5-A) calls for the adoption and implementation of the new comprehensive plan. That is expected to occur in the coming weeks.

**Goal 5-B** indicates that the City will commission and conduct a Parks and Recreation Master Plan. As with much of 2020’s goals, this item has been funded but was deferred. It will be undertaken forthwith.

**Goal 5-C**, the drafting of an ordinance creating a Public Arts Council will be done over the next couple of months, as it remains a Council priority.

**Strategy 5-D** – a review of City gateway signage – was noted in this goal-setting workshop and an inventory of the signs and their condition will be done and a follow-up plan proposed to Council this spring.

**Goal 5-E** indicates that the Historic Preservation Commission will be provided with the resources to conduct an inventory of properties on the east side of the Kennebec River with an eye toward establishing an historic district there. Council should reaffirm its commitment to doing so and perhaps investigate if this could be refocused on Sand Hill as part of a revitalization effort there.

**Goal 6** speaks to enhancing citizen involvement and trust in government. Its first strategy (6-A) indicates that the City
will inventory its current committee structure and consider ways to streamline functions and recruit new participants. A Council committee undertook a similar task a few years ago and the recommendation would be for the same process to take place to address this strategy. This strategy also calls for tasking the new communications manager with using social media tools to recruit volunteers. Funding will be included in the City Manager’s upcoming budget proposal for this full-time position, subject, of course, to Council approval.

**Strategy 6-B** calls on the City to continue to support efforts to help homeless, immigrants and refugees, and children living in poverty. That remains a top priority in 2021 (including supporting the work of the United Way of Kennebec Valley Affordable Housing Task Force).

**Strategy 6-C** calls for City staff to look into enhanced systems to track and ensure response to citizen complaints. In 2020, significant research was done by City staff in this regard and new complaint receiving and monitoring software has been acquired. Staff is working with the vendor to set up this software with the goal of having this new complaint system ready in the early summer of 2021.

*This summary prepared by Bill Bridgeo with editing assistance from Department Directors.*
THE CITY OF AUGUSTA WOULD LIKE TO THANK OUR CITIZENS FOR SERVING ON THE FOLLOWING BOARDS AND COMMITTEES.

ALTHOUGH STAFF MEMBERS ARE NOT LISTED HERE, YOUR SERVICE IS GREATLY APPRECIATED BY ALL!

<table>
<thead>
<tr>
<th>Ad Hoc Shooting Range</th>
<th>Roberta Record</th>
<th>Kenneth Knight, Chair</th>
<th>Carol Saunders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cathy Cobb</td>
<td>Robert “Bob” MacDougall</td>
<td>Kristen Hebert</td>
<td>Gary Lapierre</td>
</tr>
<tr>
<td>Allison Nichols</td>
<td>Carol MacDougall</td>
<td>Bradley Sawyer</td>
<td>Michael Tardiff</td>
</tr>
<tr>
<td>Mike Michaud</td>
<td>Kalie Hess</td>
<td>Charlotte Warren</td>
<td>Parking District</td>
</tr>
<tr>
<td>Kevin Judkins</td>
<td>Wayne Emington</td>
<td>Robert Corey</td>
<td>Thomas Johnson</td>
</tr>
<tr>
<td>David Trahan</td>
<td>MaryRose Rodrigues</td>
<td>Cecil Munson</td>
<td>Jebediah Davis</td>
</tr>
<tr>
<td>Jim Bouford</td>
<td>Jan Strout</td>
<td>Pat Paradis</td>
<td>Tobias Parkhurst</td>
</tr>
<tr>
<td>Jim Connelly</td>
<td>Sammee Quong</td>
<td>Cary Colwell</td>
<td>James Bass</td>
</tr>
<tr>
<td>Dennis Lettre</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ad-Hoc Substance Use</th>
<th>Assessment Review Board</th>
<th>Historic District Review Board</th>
<th>Planning Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raegan LaRochelle, Chair</td>
<td>Scott Benson</td>
<td>Michael Hall</td>
<td>Catherine Cobb</td>
</tr>
<tr>
<td>Courtney Allen</td>
<td>Paul Castonguay</td>
<td>Lorie Mastemaker</td>
<td>Robert Corey</td>
</tr>
<tr>
<td>Holly Kiidli</td>
<td>Scott Emery</td>
<td>Jesse Patkus</td>
<td>Steve Dumont</td>
</tr>
<tr>
<td>Whitney Parish</td>
<td>Maurice Fortin</td>
<td>Amanda Taylor</td>
<td>Katie McAllister</td>
</tr>
<tr>
<td>Wilder Hart</td>
<td>William Leet</td>
<td>Cheryl Clukey</td>
<td>Dorean Maines</td>
</tr>
<tr>
<td>Amanda Olson</td>
<td></td>
<td>Dan Stevens</td>
<td>William McKenna</td>
</tr>
<tr>
<td>Ronald Springel</td>
<td></td>
<td>Ashley Quirion</td>
<td>Alison K.B. Nichols</td>
</tr>
<tr>
<td>Gordon Smith</td>
<td>Community Development Advisory Committee</td>
<td>Historic Preservation Committee</td>
<td>Robert Trask</td>
</tr>
<tr>
<td>Bruce Noddin</td>
<td>Mae L’Heureux</td>
<td>Chuck Mahaleris</td>
<td>A. Delaine Nye</td>
</tr>
<tr>
<td>Cindy Roque</td>
<td>Luc Pepin</td>
<td>Janet Doerr</td>
<td>Peter Pare</td>
</tr>
<tr>
<td>Deidrah Stanchfield</td>
<td>Katie Smith</td>
<td>Dan Stevens</td>
<td>Robert Trask</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alumni Field Committee</th>
<th>Conservation Commission</th>
<th>Historic Preservation Committee</th>
<th>Registration Board of Appeals</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Cheever</td>
<td>Rachel Dyer</td>
<td>Stephen Arbour</td>
<td>Thomas Doore</td>
</tr>
<tr>
<td>Jason Douin</td>
<td>Roberta Record</td>
<td>Gerald Bumford</td>
<td>Linda Hadley-Rood</td>
</tr>
<tr>
<td>Gerry Lapierre</td>
<td>Rex Turner, Chair</td>
<td>Nate Cotnoir</td>
<td>Louise Lerley</td>
</tr>
<tr>
<td>Eric Lind</td>
<td>Dr. Ansley Sawyer</td>
<td>Martha Currier</td>
<td>Dr. Ansley Sawyer</td>
</tr>
<tr>
<td>Robert Lippert</td>
<td>Keith Lind</td>
<td>Leah Estey</td>
<td>Tipping Point Loan Review</td>
</tr>
<tr>
<td>Gretchen Livingston</td>
<td>Fort Western Trustees</td>
<td>Nancy ‘Fritz</td>
<td>Michael Hall</td>
</tr>
<tr>
<td>Jon Stonier</td>
<td>Leon Cranmer</td>
<td>Amanda Frost</td>
<td>Meredith Schalk</td>
</tr>
<tr>
<td>Bob Moore</td>
<td>Janet Doerr</td>
<td>Sarah Sachs</td>
<td>Bob Corey</td>
</tr>
<tr>
<td>Ben Lucas</td>
<td>Derek Grant</td>
<td>Dawn Stiles</td>
<td></td>
</tr>
<tr>
<td>Paul Vachon</td>
<td>Terrance McCabe</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age Friendly Advisory</td>
<td>Daniel Mitchell</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sara Grant, Chairperson</td>
<td>Jan Rollins</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jennifer Fortin, Secretary</td>
<td>Daniel Stevens</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patrice Wehner</td>
<td>General Assistance Fair Hearing</td>
<td>Joint Audit Committee</td>
<td>Zoning Board of Appeals</td>
</tr>
<tr>
<td>Duane Scott</td>
<td>Jennifer Bechard</td>
<td>Michael McKenney</td>
<td>James Bass</td>
</tr>
<tr>
<td>Gerry Huber</td>
<td>Sara Bangs</td>
<td></td>
<td>Deborah Caldwell</td>
</tr>
<tr>
<td>Jane Thompson</td>
<td>Dennis Curtis</td>
<td></td>
<td>Peter Fortunato, Chair</td>
</tr>
<tr>
<td>Michael Stevenson</td>
<td>Diane Doyon</td>
<td></td>
<td>Hancock Fenton</td>
</tr>
<tr>
<td>Mary Saunders</td>
<td>Cecil Munson</td>
<td></td>
<td>Gregory Jolda</td>
</tr>
<tr>
<td>Greater Augusta Utility</td>
<td>District Board of Trustees</td>
<td></td>
<td>Cecil Munson</td>
</tr>
<tr>
<td>City of Augusta</td>
<td></td>
<td></td>
<td>Patrick Paradis</td>
</tr>
</tbody>
</table>
The Development Services Department had an extremely busy 2020 with priorities that shifted numerous times due to the unprecedented issues generated by the COVID-19 pandemic. The department consists of five bureaus that work together closely on all aspects of development within the city. The bureaus are Economic Development, Planning, Code Enforcement, Augusta State Airport, and Facilities.

2020 started out with a whirlwind of anticipated development activity with the department very active in the site considerations and planning for a new Police Station, finalization of the Comprehensive Plan, expecting medical marijuana retail sales to bring a change in the retail spaces of Augusta, and what we thought would be another booming year for development.

COVID-19 significantly shifted the department’s focus in March and for the remainder of the year, but not in the ways we might have expected. When the city buildings closed to the public in the Spring, the Facilities Bureau first focused on major interior cleaning and painting projects then on re-opening planning and logistics. The Economic Development Bureau focused on the assisting local businesses with pandemic aid programs in an effort to help them bridge the economic hardships. And while things slowed down for a few weeks in Planning and Code Enforcement, both picked back up to essentially normal pace throughout the entire pandemic with both commercial and residential projects continuing to move forward. There was a bit more emphasis on people making their homes more comfortable with renovation projects than normally expected, but that was great to see. And while commercial flights saw a drop in enplanements, commercial air travel did not dry up completely and private use of the airport continued as usual. The end of the year saw an unparalleled focus on assisting with running a smooth election during the pandemic.

As the department looks forward to 2021, we will focus our efforts on assisting Augusta resident and businesses through what we hope will be the end of the economic uncertainty and back toward normality. Individual Bureau reports follow, but I wanted to leave you with a couple of my photos on this page of the hope beauty in the built environment and Augusta’s amazing natural resources. Augusta really is the perfect place for everyone who lives and works here.
The work of the Economic Development Bureau can be divided into pre and post pandemic activities and accomplishments.

Prior to the pandemic much was done related to the siting of the new police headquarters facility. This included obtaining commercial appraisals, soil and geotechnical testing and working to establish lease terms of privately held properties. Importantly, each of these activities involves administering an RFP process, subsequent contracting and contract management.

Additional work prior to the pandemic centered on the Kennebec Lock site as a potential location for a substantial, relocated state office building.

The office applied for and was awarded a $10,000 grant for the installation of electric charging stations at City Center and the Dickman Street Parking Garage, and facilitated the RFP process and contract award – the installation is set to occur in the spring of 2021.

In the days immediately prior to the state of emergency the Downtown Business District reached a modern-era highpoint with nine restaurants including Riverfront BBQ, Otto’s by the River, Cushnoc Brewery, The Oak Table, Raging Bull Saloon, Huiskamer Coffee, State Lunch, the Downtown Diner and Lisa’s Legit Burritos.

Following the state of emergency declaration the office provided counseling services regarding federal business assistance services including the Paycheck Protection Plan (PPP) and provided timely information on restaurant and food delivery services during the initial shutdown.

The office applied for and was awarded a $155,454 Keep ME Healthy grant, which included engaging a public relations firm to do media outreach related to the pandemic. Municipal partners in the Keep ME Healthy program included the Kennebec Valley Chamber of Commerce, Greater Augusta Utility District and the Augusta School District. Additional work was done with Nancy Marshall Communications under a grant award from the Center for Tech and Civic Life promoting safe voting strategies in the city.

The office also applied for and was awarded a $441,996 Corona Relief Fund grant on behalf of the Augusta School District for day programming services for children in the community, with partner organizations that include the YMCA, Buker Childcare Center, Boys & Girls Club and Capital Area New Mainers group.

Two new tax increment financing districts were approved –Saint Mark’s Church, which will help facilitate the sanctuary-landmark to a commercial use, and the Marek at Augusta, which is poised to bring 250 units of market rate housing to the community.

The office remains committed to working with the local business community as the pandemic state of emergency continues into the New Year.
The following report summarizes the project review activities of the Planning Board, Augusta Historic Preservation Commission, the Historic District Review Board, and highlights major undertakings of the Planning Bureau during 2020. The year provided many complexities due to the COVID 19 pandemic which including changing meeting locations from City Plaza to the Civic Center to online meetings via Zoom.

The Planning Board consists of up to nine (9) members, all of whom are residents of the City appointed by the Mayor. During 2020, the Chair of the Board was Alison Nichols. The Planning Bureau was staffed by Betsy Poulin who was promoted from Deputy City Planner to City Planner. Matt Nazar, Director of Development Services, earned his AICP certification (American Institute of Certified Planners).

The City Planner and other staff in the Development Services Department work primarily with the City Engineer to assist applicants for successful project development in Augusta. The Planning Board met 15 times in 2020 for a variety of project reviews, zoning changes and land use ordinance text amendments. New construction reviews included four solar farms, the USDA Service Center and the State of Maine’s Togus Pond boat ramps and parking areas on South Belfast Avenue. Substantial project additions reviewed included the University of Maine Augusta’s welcome center, the Kennebec Historical Society’s archival storage addition and the First Amendment Museum’s approval extension. Conversions of existing buildings to new uses included five medical marijuana businesses and the relocation of KV Tooling to a larger facility. Several small land use ordinance changes where processed and a proposed shooting range ordinance was transferred to City Council where an Ad Hoc Committee was formed to review any potential ordinance changes. One new contract zone request was reviewed, and the request was not favored by the Planning Board.

The Maine Association of Planners awarded the City of Augusta the Project of the Year for major accomplishments in the downtown which includes conversion of Water Street to a two-way traffic system and completion of a facelift on Commercial Street between Bridge Street and Winthrop Street. One-way traffic on Water Street was established in 1945 and conversion to two-way has been a positive improvement for businesses, residents and visitors. The Commercial Street project slows traffic with narrower pedestrian street crossings and includes ADA compliant ramps, wider sidewalks, street trees and pedestrian scale lighting. The Oak Street intersection has a large bricked area which is available for outdoor gathering, sculpture or other types of space activation. The wider sidewalk along Commercial Street provide opportunities for outdoor dining and landscape planters. The project was designed as a collaboration between the Department of Development Services Planning and Facilities Bureaus and the Department of Public Works Engineering Bureau.
The Augusta Historic Preservation Commission can have up to seven (7) members appointed by the Mayor and confirmed by the Council. The Commission is staffed by Betsy Poulin, City Planner. Jerry Bumford served as the Chair, and the Commission had six active members and met four times in 2020. Phyllis von Herrlich resigned after 18 years of service. Her enthusiasm for and knowledge of Augusta historic preservation will be missed. We thank her for her service.

During 2020, the Commission:

1. Continued administering the Demolition Delay ordinance and reviewed two proposed demolitions of buildings more than 50 years old;
2. Reviewed and approved two historic building plaque applications;
3. Maintained Museum in the Streets signage;
4. Supported the application of the Colonial Theater for the Certified Local Government Grant application for façade improvements; and

Appreciated the efforts of the Augusta Parks and Recreation Bureau to improve the visibility of the many monuments in Monument Park.

The Commission continues to work to maintain an awareness of Augusta’s past as an effort to enrich its future.

The Augusta Historic District Review Board consists of up to seven (7) members, all of whom are residents of the City appointed by the Mayor. The Board must include one member of the Historic Preservation Commission, two residents within historic districts, and two business owners or representatives of business owners in the historic district. The Board increased membership in the fall of 2020 from six members to seven and the Chair was Daniel Stevens. The Board was staffed by Betsy Poulin, City Planner and Rob Overton, Director of Code Enforcement. The shared staffing provides a mix of building code and historic preservation knowledge, which is required for all project reviews.

Augusta has four local historic districts: Winthrop Street, Water Street, Bond Street and Crosby Street. Twenty three applications were reviewed over the course of six meetings, which are held on the third Tuesday of the month. All the projects reviewed were located in either the Winthrop Street or Water Street Historic Districts. Projects reviewed included signage, windows, doors, an exterior stairway, an accessible ramp, an emergency generator and fencing. One of the Water Street projects reviewed was also historic tax credit project.

An annual report was submitted by the City Planner to the Maine Historic Preservation Commission to maintain the City of Augusta’s Certified Local Government status, which is fulfilled by the Historic District Review Board.
The following report summarizes the activities of the Code Enforcement Bureau during 2020. The year was much more complex than previous years due to the COVID 19 pandemic. In late spring, a full-time Code Enforcement Officer position was eliminated due to an anticipated economic down turn, leaving the Bureau with two full-time code officers. This staff reduction resulted in all projects, enforcement actions, and correspondence that had been tasked to the eliminated position being reassigned to the remaining staff. This increased workload forced us to focus on required duties while scaling back on less essential tasks. Ultimately, we did not experience the reduction in workload that we had anticipated in the final six months of 2020.

The Code Enforcement Bureau is currently staffed by Robert Overton, Jr, Director of Code Enforcement, and Keegen Ballard, Code Enforcement Officer. These positions are responsible for enforcing various codes, including building, fire, and life safety, plumbing, HVAC, and energy conservation, along with laws and ordinances related to floodplain management, zoning, environmental protection, property maintenance, historic preservation, shoreland zoning, and public nuisances. Many of these codes, laws, and ordinances require permits for work and projects. After issuing a permit, we then conduct inspections to verify that the work is in compliance with all relevant codes. In 2020, the Code Enforcement Bureau issued 503 permits, including 66 commercial building permits, 191 residential Building Permits, 167 plumbing permits, 13 wrecking and demolition permits, 45 sign permits, and 21 other permits (home occupations, fill permits, etc.). These permits included the construction of 3 new commercial buildings, 14 new single family homes and 2 new two-family homes, along with 10 new mobile homes and 3 used mobile homes. Of the total number of permits, 338 were issued after the elimination of the third code officer position (41 commercial, 136 residential, 118 plumbing, 7 demolition, 26 signs, and 10 other). The total reported value of the permitted projects was $23,330,132 and resulted in permit fees paid in the amount of $66,521.75, excluding plumbing permits. Overall, the number of permits and subsequent required inspections were similar to 2018 and 2019, which were two of the busiest years in the last decade.

The Code Enforcement Bureau began to implement a new permitting and enforcement software in October. This software is expected to streamline the permitting process, giving applicants the option to submit permit applications and supporting documentation online rather than in person. The applicant can then track the expedited permitting process online. The software will also allow the code officers to better track various types of projects, violations, and enforcement actions. The new software is expected to be fully implemented by the end of April, 2021.
In addition to permitting and inspection, we continued our efforts to ensure that housing in the city is safe and sanitary. We saw an increase in complaints regarding substandard housing conditions and worked with the tenants and property owners to remedy these conditions, with an emphasis on life safety. This effort was more challenging this year than in previous years as most rental property owners reported a sharp reduction in rental income and expressed concern about their ability to adequately maintain and improve their buildings.

The code officers also continued to assist with staffing the Historic District Review Board and with the review of various projects being reviewed by the Planning Board, with the assistance of the City Planner, Betsy Poulin.

In the coming year, the Code Enforcement Bureau expects to return to its full scope of duties and continue its efforts to reduce the number of distressed and vacant buildings, and substandard housing conditions while assisting Augusta’s current and future residents and business owners with their projects and developments.

New Home on Old Country Lane
The airport recognizes its role as a critical element in the physical infrastructure of the City of Augusta and its role as a tool for economic development. As such, the airport will encourage and promote usage of its facilities and of the services offered by its commercial tenants.

The airport completed several projects in 2020 funded by the Maine Department of Transportation (MDOT). Two new natural gas fired heating systems were installed, One system provides heat for the administration offices and the other heats the hangar space. We contracted with a local painting contractor to repaint the main runway and the parallel taxiway C. We also hired a local fence company to repair a couple hundred feet of damaged fencing and the end of runway 35. The MeDOT continued with their obstruction safety tree clearing project. They contracted out the clearing of several trees located on the west side of the airport at the end of runway 8. MDOT also awarded a recent solar project to Cenergy power. They plan to sign a lease option with them in 2021. Cenergy will lease approximately 35± acre parcel of land within the limits of the Augusta State Airport for their project.

The Federal Aviation Administration (FAA) approved the airport’s Capital Improvement Plan for the next few years. Projects include: reconstruction of taxiways Echo and a short section of taxiway Charlie. Other projects approved by the FAA were the reconstruction of the commercial and general aviation ramps and the drafting of an updated Airport Master Plan. In December the MDOT began surveying for the taxiway reconstruction project. The FAA gave the final approval for this project which is schedule for construction next year.

Yearly enplanements for Cape Air are still well below previous years. In 2020 Cape Air flew 1735 passengers from Augusta to Boston compared to 5413 for 2019. Cape Air has maintained their normal schedule offering service to Boston with three flights per day seven days per week. Under a COVID-19 relief order the USDOT authorized all essential air service airlines continue providing service to keep the connections available to a major hub. They stressed the need to keep as many pilots, airlines, and ground personnel employed during this time. That order was just extended through March 31, 2021.

Finally, on December 2nd I received written notice from Sweet Chilli that they will be closing the restaurant on June 30, 2021. They are apparently relocating to a new site here in Augusta. I will be working with the DOT on selecting a new tenant to fill that space.
The Facilities Bureau has the responsibility to maintain the facilities at the highest level of maintenance possible. The Bureau continually evaluates the process by which vendors and contractors are hired to ensure that the best practices of maintenance of all the facilities systems are being addressed. Safety of the general public, employees, and the vendors and contractors is top priority. The Bureau continues to ensure that all the facilities are: laws and rules compliant, can capture as much energy efficiency as possible, keep the existing building equipment maintained and operating properly, and keep the city’s systems maintained and functional.

The Facilities Bureau is responsible for the maintenance and upkeep of the facilities’ Life Safety systems, mechanical systems, electrical systems and equipment, plumbing systems, elevator equipment, roof and structure, and general building maintenance, as well as the street lighting, traffic signal systems, and the traffic signal communication infrastructure throughout the City.

The Bureau has focused this year on the needs related to the COVID-19 virus outbreak. The Bureau has purchased electrostatic disinfecting cleaning equipment and has established different cleaning processes and procedures in an attempt to maintain the highest level of cleanliness during this pandemic. The Bureau is continually evaluating the established process and procedures to ensure that everything possible is being done to maintain cleanliness.

The Bureau continues to work with the LED lighting contractor related to the installation and the extended warranty and continued training of the lighting control system and network.

The Bureau completed the upgrade and replacement of poles and lights at the City Center location. The upgrade consisted of installation of new poles and lights on the main walkway, the replacement of poles in the parking area, and new lighting for the flag poles at the main entrance.

The Bureau worked closely with other City Bureau’s in starting the process to install Level II electric vehicle charging stations. One is located in the City Center parking lot, and the other is located in the Dickman Street Parking Garage. The installations should be complete and fully operational in early 2021.

The Bureau worked in conjunction with the Greater Augusta Utility District associated with their work on Howard Street to remove aerial power lines and poles. The work involved new underground power feed to the existing lighting in the East Side boating landing park, and the new underground wiring installation for poles and street lights on Howard Street.
Built in 1973, the Augusta Civic Center is a convention, exhibition and special high impact event venue owned and operated by the City of Augusta. The specific purpose of the Augusta Civic Center is to promote and facilitate various events that will enhance area trade and commerce and help foster the image of the City as a high quality destination. Our mission is to provide quality service in a safe, clean environment to all patrons and tenants of the building while continuing to remain financially solvent.

January 2020 began as a typical year for the Augusta Civic Center. We were very busy, our rentals were solid, we were heading into our busiest time of the year and our financials looked good for the fiscal year, projecting a net profit of approximately $200,000. The day prior to the start of the Camper Show, we were notified that due to COVID-19, there were new restrictions based on Executive Orders from Governor Mills. We implemented those restrictions for the Camper Show, which was held without incident, and then the Augusta Civic Center closed its doors to all events through May 2020. This resulted in immediate lay-off of approximately 100 part time employees.

During these months when the Augusta Civic Center was closed, the remaining staff worked on special projects that are normally completed during the summer months, such as deep cleaning, painting and equipment repairs. The management team also used this time to investigate new marketing strategies, and create and implement new ways to generate revenue in compliance with all of the new governmental COVID-19 related mandates, in addition to analyzing and implementing new health and safety protocols in order to keep both the staff and public as safe as possible. The remaining staff also began preparing meals for essential city staff such as police, fire and public works and part of the Human Resources Department relocated to the Augusta Civic Center.

At the end of May 2020, the very difficult decision was made to lay off all but four of the full-time staff. Of these ten full-time staff members that were laid off, six accepted positions in other city departments, two retired, and we are still aggressively working to place the remaining two staff members. In June 2020, the restrictions lifted a small amount, and the Augusta Civic Center was able to host events of 50 people or less, depending on the square footage of the meeting room. The staff reevaluated the square footage of all of the rooms and revised the maximum capacities to ensure that any events held would adhere to social distancing requirements as well as follow the guidelines set forth by the Governor and Maine DECD.

Beginning in June and running through October, the Augusta Civic Center was able to host quite a few small events and meetings inside the building or in the parking lot to offset expenses such as: (continued on next page)
At the end of October, as the second wave of COVID-19 cases began to increase significantly, most events and meetings that were scheduled canceled. The Augusta Civic Center team remains ready to re-open safely when restrictions are lifted, and during this quiet period, the management team is staying educated on COVID-19 information, changes in event industry trends, and looking for new and creative ways to market the venue when we are able to welcome the public again.

**Major Accomplishments for 2020**

**Purchases & Repairs:**
- Purchased new basketball goals
- Repaired Auditorium Floor
- Painted Auditorium and Hallways
- Installed hand sanitizing stations and social distancing protocols
- Front of building: Removal of shrubs to enhance curb appeal and increase security and safety measures.
- Repaired approximately a dozen roof leaks.
- Replaced pneumatic thermostats to help with air flow and control in several meeting rooms.
- Repaired leaks from bathroom fixtures due to inactivity.
- Installed automated soap dispensers in staff supply and maintenance closest.

**Marketing Strategies:**
- Created all-inclusive meeting packages to streamline the event planning process for clients.
- Have revised menu to replace most commonly ordered items with pre-packaged items and have altered menus to be able to keep all food and beverage pre-packaged for ease of distribution and for health and safety considerations.
- Utilizing the new digital sign at the main road to advertise that we are open for business.
- Updated our website and Google business presence to advertise that we are open for business.
- Utilize our Facebook page to advertise that we are open for business.
- Have begun utilizing email marketing to our clients to communicate new offerings.
- Created an email newsletter to keep clients up-to-date on ACC activities and availability and to maintain our relationships with our long-time clients.

**COVID-19 Protocols:**
- Created a comprehensive re-opening document and sent to DECD to get approval to re-open. Approval received.
- Implemented protocols in document.
The year is 2020 and may we never have to experience or endure another year or moment in time such as that. But, it was a year of change, growth and being put to the test of adaptability and testing our coping skills.

January and February began as normal months with budget, facility projects, program planning, and getting ready for the State’s Bicentennial celebrations that had been planned for the coming months. We filled the vacant Childcare Director vacancy in January in-house by hiring the outstanding employee, Beth Sproul-LeBrun. What a great hire to fill the shoes of Karen Hatch who retired in December.

On Saturday February 29th the Augusta Downton Alliance (ADA) held the 2nd Annual Fire & Ice winter celebration at Market Square/Haymarket Square. It was truly a great event enjoyed by hundreds of Augusta folks and visitors. This event was, for the most part, the last significant special event the city held and or was involved with in 2020. The COVID crash came in mid-March and our world was turned upside down. Never in my lifetime have I spent such an inordinate amount of time closing down facilities, cancelling programs, sending staff home, while also having to ramp up to meet a new challenge—feeding our kids and families who were food insecure.

The City, through the Childcare and Recreation Bureau’s, worked with the Boys & Girls Club, the Augusta Food Bank and the Salvation Army to provide thousands of meals to those in need. “Protocol” became the word of the year in my book. A tremendous amount of time was spent developing NEW and many never before considered protocols by which we would continue to run our respective departments and carry out our mission. The Community Services Department had numerous challenges like this in 2020 depending on the Bureau.

The Department was able to take care of a number of project items needing attention. To the credit of great staff we were able to get done in 2020 a number of beneficial projects and events. The Department finished up the Eastside Boat Landing dock system for which City Engineer Tyler Pease and Parks staff get full credit for this good work. CTV-7 did a major equipment upgrade. GA staff assisted with the Malta Street apartment building fire victims. The Recreation Bureau, with City Council blessing, provided a wonderful “Back to the Future” summer playground program that provided tremendous value and benefit to several hundred children in a safe socially-distanced and COVID safe environment. The children were great and the staff did a fantastic job taking care of our kids. We implemented a three-year grub control program in the attempt to mitigate the loss of many acres of grass throughout the city cemeteries, parks, and other green spaces. Many of the staff of the Augusta Civic Center, rather than face layoff, came to work in the Parks Bureau. While we had fewer staff this summer, the quality of work and incredible productivity of the Civic Center staff more than made up for the staff reduction. Digital Spirit Media renewed their contract for a five-year period to continue to manage and operate CTV-7. The city’s mowing runs performed by the Parks Bureau were mapped and digitized. This will help future mowing crews know where to mow and what needs to be done at each mowing venue. A significant amount of tree work was done. Of real significance were the 14 fruit trees removed from Monument Park. Additionally a new monument was placed at the park. This made a huge improvement to this historic foot-print. We assisted ADA with hosting “Drive In Movies” at the Rines Hill parking lot. The Togus pond fish-way, built in 2019, had a successful return of alewives. The City filed the requisite Howard Hill Historical Park annual monitoring report to the Lands For Maine Future program. Of real disappointment was the bid outcome of the Alumni Artificial Turf project where in the bids significantly exceeded the anticipated budget and funds available. The parks Bureau worked with the Public Works Department on a number of projects. Worthy to note was the Brush Encroachment Response Team project where crews worked to mitigate brush and trees in the City’s right-of-ways with some help from property owners.
The following is a list of programs, festivals, events and services we had hoped would happen. But they were either cancelled, postponed, dramatically modified and in many cases went virtual. Effectively any activity and event that would have brought folks together was cancelled or dramatically altered.

July 4th Festivities including the parade and Fireworks

Bicentennial Nature Park

Waterfront Concert Series

City Swimming Pools

Childcare was shut down for months and reopened in September

CARA Sports were dramatically modified or cancelled

Conquer the Capitol Spartan Race

United Way Annual Kickoff

Le Club Calumet La Bastille Festival

Chamber of Commerce Brew Festival

Boys & Girls Club activities

Miles For Mills Road Race

Trek Across Maine

Cony Day of Caring

Cony Project Graduation

Kennebec River Rail Trail events

Statehood Bicentennial Committee work and activities were suspended

Augusta Trials Treadfest was cancelled

As the Director of Community Services this will be my last Annual Report submitted on behalf of the Community Services Department. The decision has been made to retire on April 30, 2021. I respectfully submit this annual report as a partial reflection of what transpired in the Department of Community Services aka “Quality of Life Department” in the year 2020.
Upon the retirement of longtime Childcare Director Karen Hatch at the end of December 2019, a new Director was interviewed and hired. Bethany Sproul-LeBrun was promoted from Deputy Director to Childcare Director effective January 6th, 2020. With the promotion of Bethany, the Deputy Director position was vacant and posted internally. Christy Baker, Childcare Coordinator applied for the Deputy Director position and was promoted effective January 27th, 2020.

As new leadership was established, Childcare continued to serve 140 children for before school & afterschool programming at the Buker Center, Farrington Elementary, and Lincoln Elementary. Winter 2020 resulted in a total of four snow days, serving approximately 45 children each snow day. February vacation was busy with 85 children including a Friday “Fun Day” with an inflatable obstacle bounce house!

With the quickly escalating Coronavirus halting childcare services held at the Buker Center, childcare staff switched roles and eagerly assisted the community with food resources. Childcare staff worked six days a week coordinating with Augusta School Department, Boys & Girls Club and Salvation Army to deliver meals and groceries to citizens throughout Augusta who were in need. A total of 27,000 meals and bags of groceries were delivered in the nine weeks the Childcare Bureau collaborated with local resources. In May of 2020, a four-step phased reopening plan was created and approved by the State of Maine Childcare Licensing Bureau and staff prepared for a June 1st reopen date. Fifty children of essential employees were the first to return to childcare for “Summer Camp”.

After a successful phased reopening of Childcare starting June 1st, Summer Camp ran a full 14 weeks of programming following all safety protocols without any issues with Coronavirus. This included a change in requirements around week 10 of summer, when all children ages 5 and older were recommended to be in cloth face masks during the day. The staff and 75 children adapted tremendously to the change in requirements without missing a beat! The children thrived all summer with supplemental reading, science and writing activities to help keep their brains active and enjoyed plenty of extra fun with slip’n’slides, sprinklers, and even learning how to play disc golf!

With the support of City Council, Childcare expanded care full-time in efforts to support the hybrid school model and remote learning. Five new full-time positions were approved and filled as Room Lead Supervisors to oversee the full day schedule and remote learning labs. Enrollment for school year childcare continued to be reduced to roughly 70 children in efforts to minimize classroom sizes for COVID precautions.

In September, in collaboration with the Augusta School Department, Childcare was awarded a COVID Relief Funds (CRF) grant to offset day programming costs. As of early December, Childcare has been able to invoice over $100,000 for grant reimbursement. An additional $30,000 is anticipated before the grant closes out by the first of the New Year.

Childcare successfully avoided any COVID related closures until mid-December 2020. A proactive approach after consulting the City’s emergency team, resulted in a three-week closure over the holidays to reduce the likelihood of transmission. We are eagerly awaiting the return of staff and Childcare on January 4th, 2021. What a year to reflect upon within the Childcare Bureau!
The General Assistance Program is available at Augusta City Center Monday through Friday to assist eligible people who are in need of basic necessities such as rent, fuel, electricity, food and medication. Services are available on a walk-in and appointment basis.

Below is the Augusta General Assistance Program Expenditures as reported to State of Maine Department of Health and Human Services for Fiscal Year 2020. Worthy to note is the terrific work of Debra Lymneos, Nichole Mullens, Bruce Boynton, and Lorie Mastemaker, as well as Mary Frances Bartlett who retired in 2020 after many decades of dedicated service to the Augusta community. Staff have maintained the highest standards of work performance while assisting clients where need and eligibility were determined and disqualifying those who felt they had a need but, in fact did not meet the assistance criteria established in state law. Staff work with numerous agencies and not-for-profit groups providing services and programs to meet the needs of those less fortunate.

The numbers tell it all with respect to the economy and the fact there are people in need of General Assistance. The financial assistance being provided to Augusta residents in need and eligible for assistance has grown significantly in FY 2020 as compared to FY 2019 which was also a growth year for General Assistance clients. The excellent work of the General Assistance staff ensures those eligible receive the needed benefits. The story of those in need goes far beyond the financial picture and the needs that go unmet. General Assistance is a state-mandated program wherein the City of Augusta is reimbursed for 70% by the State of Maine and the taxpayers of Augusta pay the other 30% through taxation.

<table>
<thead>
<tr>
<th>Line Item</th>
<th>FY 2020</th>
<th>FY 2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Electricity</td>
<td>$4,201.00</td>
<td>$4,570.98</td>
<td>$(369.98)</td>
</tr>
<tr>
<td>Transportation</td>
<td>$1,396.00</td>
<td>$1,000.00</td>
<td>$396.00</td>
</tr>
<tr>
<td>Transients</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Medical Supplies</td>
<td>$300.00</td>
<td>$401.30</td>
<td>$(101.30)</td>
</tr>
<tr>
<td>Dental</td>
<td>$400.00</td>
<td>$75.00</td>
<td>$325.00</td>
</tr>
<tr>
<td>Housing</td>
<td>$140,347.00</td>
<td>$106,421.56</td>
<td>$34,925.42</td>
</tr>
<tr>
<td>Rooms</td>
<td>$286,796.00</td>
<td>$160,159.45</td>
<td>$126,636.55</td>
</tr>
<tr>
<td>Emergency Shelters</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Special &amp; Misc.</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Burials</td>
<td>$15,632.00</td>
<td>$12,357.00</td>
<td>$3,275.00</td>
</tr>
<tr>
<td>Fuel Oil</td>
<td>$1,641.00</td>
<td>$3,608.13</td>
<td>$(1,967.13)</td>
</tr>
<tr>
<td>Bottle Gas</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Food/groceries</td>
<td>$11,321.00</td>
<td>$15,374.04</td>
<td>$(4,053.04)</td>
</tr>
<tr>
<td>Wearing Apparel</td>
<td>$0.00</td>
<td>$23.78</td>
<td>$(23.78)</td>
</tr>
<tr>
<td>RX</td>
<td>$3,371.00</td>
<td>$19,836.03</td>
<td>$(16,465.03)</td>
</tr>
<tr>
<td>Household items</td>
<td>$5,819.00</td>
<td>$8,229.01</td>
<td>$(2,410.00)</td>
</tr>
<tr>
<td>Diapers</td>
<td>$219.00</td>
<td>$572.54</td>
<td>$(353.54)</td>
</tr>
<tr>
<td>OTC Meds.</td>
<td>$37.00</td>
<td>$10.00</td>
<td>$27.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$471,480.00</strong></td>
<td><strong>$332,638.82</strong></td>
<td><strong>$138,841.18</strong></td>
</tr>
</tbody>
</table>
2020 was undoubtedly a unique and different year. This year was to be full of many special events and a Bicentennial lecture series chronicling Maine’s early history. Covid-19 resulted in significant schedule changes with many cancellations of both programs and events. Despite the disruption of our “normal” schedule, we continued Old Fort Western’s mission to protect, preserve, and interpret this National Historic Landmark Fort, Store, House, and Tenement, but with a vastly different schedule than initially planned.

To Protect, Preserve, and Maintain the Buildings and Grounds

Preservation and maintenance work continued on the garrison and its surrounding outbuildings. 2020 was the 100th anniversary of the City of Augusta’s ownership of the Fort and the beginning of its restoration by Guy P. and William H. Gannett. In the spirit of the Gannett’s, work continued:

- **The Window Preservation Project.** Preservation work on the garrison’s sixty-three is on hold and work will begin as soon as the Covid-19 pandemic restrictions allow. However, all prep work was done, including building workbenches and frames for putting, and all the necessary equipment and supplies purchased.
- **Garrison Structural Analysis.** Al Hodgkins of Resurgence visited the Fort twice over the last eight months. We are waiting on his final report.
- **Blacksmith Shop Construction.** Every Thursday in July through November, weather permitting, Jeff Miller worked with Old Fort Western staff constructing the new blacksmith shop. The shop is now closed-up for the winter. Plans are to build the Forge in early spring.

- **Garrison Painting Project.** Every Tuesday in July through November, Old Fort Western staff worked on scraping and painting the south and north garrison stairwells, walls, ceilings, treads, and stairs. Painting of the north stair and hallways were completed; the south stair and hallways were scraped and are ready to paint this spring.

To Interpret and Educate the Public

Fort Programming. In a typical year, most of our energy goes towards public education through tour admissions, special events, and scheduled education programming. Unfortunately, due to Covid-19, Old Fort Western canceled all spring and fall school programs, adult outreach programs, summer apprenticeship, and Junior Interpreter programs.

Tour Admissions. Fort Western was open for the 2020 Visitation Season with a modified schedule and Covid-19 protocols. These protocols included creating a linear tour route, disinfecting procedures, and mandatory mask use. As part of the conditions to open, the City requested we delay our gift shop opening until July and waive admissions fees during June. On Friday through...
Mondays from June 6th until October 12th, 1,767 guests visited the Fort; roughly half of the visitation totals from the five previous years. Points of origin of visiting guests were predominately from the US (98.5%), with the vast majority from the Northeast United States. The revenue versus cost for the 2020 visitation season was equal, except for June when the Fort worked under a deficit.

<table>
<thead>
<tr>
<th>Five Year Visitation Comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
</tr>
<tr>
<td>Visitation</td>
</tr>
<tr>
<td>Percentage</td>
</tr>
</tbody>
</table>

US States Points of Origin

Fort Specials. These are events put on by the Fort to promote community and goodwill. Unfortunately, due to Covid-19, most of our special events had to be canceled. We were able to have a modified July 4th at the Fort celebration and a modified, one-day French & Indian War Encampment in August. The reading of the Declaration of Independence by Mayor Rollins and the 13 gun cannonade was filmed and aired by CTV-7.

Bicentennial Events and Specials. The Bicentennial Lecture Series consisting of fifteen lectures chronicling Maine’s early history was to take place in spring and fall 2020. Along with this Lecture series, special Fort events were scheduled throughout the tour season. Fort Western received a $5,000 grant from the Maine Bicentennial Commission to defray these events’ costs. Once the pandemic struck, the Commission permitted grantees to reschedule what events and programs they could for 2021. Rescheduling of many of these events will occur when venues become available.

Membership Renewal and Annual Campaign. Early in the year, the Board of Directors decided to waive membership for the year. Memberships usually solicited in March were carried over from the previous year. Thank you to those who sent memberships automatically during 2020. Due to the pandemic and its effect on local businesses, it was not feasible to collect donations for the 2020 Silent Auction; this, too, was canceled.

Thank You!

Fort Western’s greatest strength is its staff and volunteers. These individuals tirelessly promote the Fort and teach the public the importance of the Fort in Maine and New England History. To all Historical Interpretive staff who helped keep Old Fort Western open for tours: Cindy Arnold, Andrew Askins, Lance Brown, Cathy Chapman, Roger Collins, Gregory Edwards, Thomas Fisher, Hannes Moll, Stan Novak, Rick Pierce, and Sage Viets-Aughton, Huzzah, and Thank You!

During special events, the Fort comes “alive” through the efforts of dedicated volunteers who donate their time as the James Howard Company reenacting the French & Indian War or the Daniel Savage Company reenacting the Revolutionary era. Unfortunately, Benjamin Pierce (Captain Savage) and Richard Pierce (Captain Howard) have resigned from the reenactment companies. We haven’t had a chance to explore other reenactment companies’ options due to the Covid-19 epidemic. To the members of the reenactment companies, Huzzah, and Thank You! To Captain Howard, Richard Pierce, and Captain Savage, Benjamin Pierce, Huzzah, and Thank You!

Over the last year, a lot of effort has gone into rehousing artifacts and rearranging archaeological collections. A student volunteer, Dorothy Ives, has been coming in for six hours a week to learn artifact identification and cataloging procedures to help catalog the backlogged Fort Richmond objects. To Dorothy Ives, Huzzah, and Thank You!

Two more thank you’s need to go out to volunteers Meghan Logsdon and her son Emmet, Huzzah, and Thank you! To all the Trustees, Board of Directors, the Mayor and City Council, Friends of the Fort, and all City of Augusta residents who faithfully support Old Fort Western, Huzzah, and Thank You!
Lithgow Library, in its 124\textsuperscript{th} year of operation, was on track to have one of its busiest years until its closure in March due to COVID 19. Adapting to changing needs and adversity is something libraries are known for, and Lithgow is no exception. After the library’s closure on March 16, staff completed projects, answered reference questions via the phone and e-mail, and worked on shifting programming from in-person to virtual. 3 staff members operated the library virtually in April and May, while developing a re-opening plan for June and the return of laid off staff. We provided 35 programs during those 2 months, with 395 people taking part remotely. We also provided Wi-Fi, e-books and audios, and streaming content while our traditional services were paused. Virtual performances were added for all ages.

In mid-June we reopened our materials return box, after creating a quarantine system that allows library materials to be untouched for 72 hours. Online requesting of local materials began, as well as Lithgow-to-Go, a touchless parking lot pickup of Lithgow items. Library staff physically deliver items to a table outside once the patron notifies us of their arrival. We also began to offer 30 minute public computing sessions, with photocopying and printing options. We began Summer Reading using the Beanstack app. 244 people participated in our first virtual reading and activities challenge, and 12 virtual programs were offered in conjunction. A total of 36,181 minutes of reading were completed by kids. We Introduced Hoopla as a part of our online services. Hoopla is accessible either by app or desktop, and allows you to borrow movies, music, audiobooks, e-books, comics and TV shows to enjoy on your computer, tablet, or phone – and even your TV, with a valid Lithgow Library card.

We began the process of having the majority of the staff return the 1\textsuperscript{st} of July, worked on putting safety measures in place, cleaning procedures, and provided training on the changing roles. We also moved operations within the facility to allow for social distancing of staff and eventually the public. Bob LaBreck installed barriers and signage, and we finalized our COVID Code of Conduct for when the public were able to enter the facility again. Van delivery and statewide lending of materials restarted in July.

Transitioning into fall, we began browsing by appointment for the new materials section for adults, plus the historic wing. We introduced browsing by appointment for the Youth Services Department in the late fall, and began Take and Make programming for children, teens and adults. Virtual tours were offered by Youth Services Librarian Rachel Statham, in support of local home school students and their curriculum requirements. Rachel and Teen Services Coordinator Kara worked with the Cony MS and HS staff to connect teens with a virtual newsletter of Teen offerings. Virtual book groups, weekly story times and reviews of library materials are accessible through the library’s website and social media.

The staff should be credited for following and enforcing safety rules and expectations, adapting to new roles and responsibilities, all while offering services to the community. The public has expressed gratitude for having safe access available, which would not be possible without our amazing staff. Operating a public library during a pandemic has been a challenging experience, but we offer important services no matter what the circumstance may be. Covid has given us an opportunity to examine our services, and look to connect even more of the community in the future through outreach and technology.
The Audit Bureau oversees and administers the city’s financial and accounting systems. This bureau is staffed by the Finance Director, Deputy Auditor, Finance Clerk II and a Payroll Specialist.

The bureau is responsible for reconciling the bank accounts daily, procurement cards, accounts receivable, accounts payable, 1099’s, W2’s, capital assets, payroll, 941’s, payroll projections, grants, tax liens, foreclosures, tax lien discharges, tax bills and reconciling other balance sheet accounts; as well as, monthly and fiscal year closing, training on the financial accounting system (Munis), and preparation for the audit.

The Deputy auditor prepares the 1099’s for City and School. This year she mailed out 151. There was changes to the 1099-MISC form and a new form 1099-NEC (nonemployee compensation) was created by the IRS.

During 2020 the bureau processed 3,452 accounts payable checks (3,954 processed in 2019, 3,747 processed in 2018, 3,865 processed in 2017, 3,722 processed in 2016, 3,903 in 2015, 5,203 in 2014 and 7,137 in 2013), 522 EFT’s, 200 wire transfers and 161 1099’s. City-wide purchasing card transaction were 6,538 during 2020, 7,501 in 2019, 7,863 in 2018, 7,520 in 2017, 7,601 in 2016, 5,969 in 2015 and 4,499 transactions on the purchasing cards during March –December 2014. The total transactions have gone down by 963. There were less purchases being done due to COVID-19. This City receives a rebate at the end of the fiscal year. Fiscal Year 2020 the City received $30,644 which is $5,437 less than 2019.

The Tax Office began taking credit cards on December 8, 2015. From December 8th through the 31st there were 71 transactions. During 2016 there were 1,865 transactions with the average transaction of $223. During 2017 there were 3,014 transactions with the average transaction of $225. During 2018 there were 3,852 transactions with the average transaction of $254. During 2019 there were 4,389 with the average of $240. In 2020 there were 4,311 with the average transaction of $276.

The Payroll Specialist emails all direct deposits to employees who have a personal e-mail account. This has reduced the number of direct deposit forms that need to be purchased. This year 524 W-2’s were sent to employees as mandated by the IRS this is 32 less than last year.

Our goals are to continue to assist bureaus with the tracking of their financial information, to continue to receive a clean audit and to keep accounting controls in place as required by the city charter and federal and state laws. We always strive to ensure that accurate records are maintained for all city transactions.
During the 2020 calendar year, this office processed 1,348 deeds and mortgages. The majority of the sales were single-family homes with an average sale price of $175,598. There were 222 residential sales during 2020. Based on the current ratio study for residential property, the average assessment ratio is 88% of market value.

This was the 22nd year for the Maine Resident Homestead Property Tax Exemption. The amount of the exemption was $25,000. The total number of exemptions for this program was 4,016. The total valuation of all tax exemptions including veterans, blinds, parsonages and homesteads was $102,715,300. In June of 2019, LD1713 “An Act to Return Funds to Maine Property Taxpayers” became law. This authorized the Maine Office of the State Treasurer to provide tax relief payments when the Property Tax Relief Fund reaches a level at which payments of $100.00 or more can be made to those taxpayers who were receiving the Homestead Exemption. Therefore, property tax relief payments of $104.00 were issued to Augusta homestead accounts in January of 2020.

This office oversees 8,388 taxable real estate accounts with a total taxable value of $1,602,589,800 (after exemptions) and 971 taxable personal property accounts with a total value of $271,771,700. In addition, $45,191,100 in personal property qualifies under the Maine Business Equipment Tax Exemption Program. We also have 458 real estate accounts, which are totally exempt with an assessed value of $596,079,100.
Treasury Office consists of a combined staff performing customer service activities for the City Clerk, Tax Collector and Treasurer. The office of the City Clerk is the official keeper of city records. The clerk’s position is required by state statutes and by the city Charter and Code of Ordinances. The office of the Tax Collector/Treasurer receives all payments for taxes and other various revenues for the city. The City Clerk, Tax Collector and Treasurers offices were merged years ago, providing stream lined customer service and cost savings to the citizens of Augusta.

This Bureau collects revenues and provides services for vehicle registrations, excise, real estate and personal property taxes, land fill permits as well as other general billing fees. We are agents for various state agencies such as Department of Inland Fisheries and Wildlife (hunting, fishing, snow sled, ATV and boat licenses); Animal Welfare (dog licenses); Vital Statistics (birth, death, marriage certificates, issuing marriage licenses and burial permits); Bureau of Motor Vehicle (vehicle registrations); Secretary of State, Corporation and Elections (state and federal elections and voter registration). These services are provided as to the citizens of Augusta following strict rules and regulations of each agency.

The Bureau is staffed by the City Clerk, as well as six full-time clerks all dedicated to provide excellent customer services. In 2018 increased the available online services to include tax payments, in addition to online dog licenses, which are available online from October 15th to January 31st each year and vital records, which are available year round. Both services are provided in partnership with InforMe.gov.

The Bureau is the first point of contact if you are interested in starting or operating a business in Augusta. We issue licenses for food, liquor, entertainment, taxicab companies and drivers, pawnbrokers and door to door sales, as well as certificates of proprietorship. Please contact our office we will be happy to help you determine what state and city business licenses are necessary for your business.

Have you had a life event within the last year, did you get married/divorced or move to a new home. You will need to update your voter and/or vehicle registration, stop by or give us a call and we will be happy to help.

**STATISTICS FOR JANUARY TO DECEMBER 2020**

<table>
<thead>
<tr>
<th>Clerk’s 2020 Statistics</th>
<th>Issued</th>
<th>Revenue</th>
<th>Vital Records Filed in 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Births Certificates Issued</td>
<td>624</td>
<td>$7,033.40</td>
<td>Birth Records Filed 1,013</td>
</tr>
<tr>
<td>Deaths Certificates Issued</td>
<td>175</td>
<td>$1,306.00</td>
<td>Death Records Filed 673</td>
</tr>
<tr>
<td>Marriage Certificates Issued</td>
<td>226</td>
<td>$2,452.20</td>
<td>Marriage Licenses Issued 122</td>
</tr>
<tr>
<td>Burial Permits Filed</td>
<td>325</td>
<td>$4,550.00</td>
<td>Marriage Licenses Returned 117</td>
</tr>
<tr>
<td>Marriage Licenses Issued</td>
<td>122</td>
<td>$4,356.00</td>
<td>(included above)</td>
</tr>
<tr>
<td>Online Vital Record Orders</td>
<td>90</td>
<td>(included above)</td>
<td></td>
</tr>
</tbody>
</table>

**Registered Voters 2020**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Democrat</td>
<td>5,602</td>
</tr>
<tr>
<td>Green Independent</td>
<td>631</td>
</tr>
<tr>
<td>Republican</td>
<td>4,362</td>
</tr>
<tr>
<td>Unenrolled (registered but not in party)</td>
<td>4,817</td>
</tr>
</tbody>
</table>
**Dog Licenses**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dogs Registered</td>
<td>5,517</td>
<td>Online dog licenses began October 2019.</td>
</tr>
<tr>
<td>Online Dog License 2020</td>
<td>73</td>
<td>(included in total)</td>
</tr>
<tr>
<td>Exempt Dog Licenses</td>
<td>380</td>
<td></td>
</tr>
<tr>
<td>Dog Kennel Licenses</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Late Fees</td>
<td></td>
<td>$3,075.00</td>
</tr>
<tr>
<td>Total City Revenue</td>
<td></td>
<td>$7,298.00</td>
</tr>
</tbody>
</table>

**Business License**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food and Beverage License</td>
<td>104</td>
<td>$17,650.00</td>
</tr>
<tr>
<td>Lunch Mobile</td>
<td>7</td>
<td>$3,550.00</td>
</tr>
<tr>
<td>Coin-operated Device</td>
<td>3</td>
<td>$150.00</td>
</tr>
<tr>
<td>Dance License</td>
<td>4</td>
<td>$500.00</td>
</tr>
<tr>
<td>Taxi License</td>
<td>37</td>
<td>$1,700.00</td>
</tr>
<tr>
<td>Amusement License</td>
<td>6</td>
<td>$775.00</td>
</tr>
<tr>
<td>Professional/Occupational License</td>
<td>12</td>
<td>$1,510.00</td>
</tr>
<tr>
<td>Pawnbroker</td>
<td>2</td>
<td>$375.00</td>
</tr>
<tr>
<td>Marijuana Caregiver Retail Store</td>
<td>4</td>
<td>$5,600.00</td>
</tr>
</tbody>
</table>

**Treasurer’s/Tax Collector’s 2020 Statistics**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inland Fisheries and Wildlife</td>
<td></td>
</tr>
<tr>
<td>Boat Excise Tax</td>
<td>$5,660.40</td>
</tr>
<tr>
<td>Agent Fees Inland Fisheries and Wildlife</td>
<td>$4,710.63</td>
</tr>
</tbody>
</table>

**Bureau of Motor Vehicles**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Excise Tax</td>
<td>$3,369,736.67</td>
<td>11599</td>
</tr>
<tr>
<td>Rapid Renewal Program (online excise)</td>
<td>$843,507.27</td>
<td>4,789</td>
</tr>
<tr>
<td>Auto Agent Fees (BMV)</td>
<td>$42,382.50</td>
<td>12,837</td>
</tr>
<tr>
<td>Aircraft Excise Tax</td>
<td>$17,750.71</td>
<td>41</td>
</tr>
</tbody>
</table>

**Property Taxes Assessed April 1, 2020**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Estate</td>
<td>8,245</td>
<td>$33,558,229.73</td>
</tr>
<tr>
<td>Personal Property</td>
<td>969</td>
<td>$4,744,597.82</td>
</tr>
<tr>
<td></td>
<td>9,214</td>
<td>$38,302,827.55</td>
</tr>
</tbody>
</table>

2020 Tax Liens Filed

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>324</td>
<td>$556,791.41</td>
</tr>
</tbody>
</table>
The Human Resources Bureau handles employee recruitment, compensation and benefits administration, staff development, employee relations, labor relations and collective bargaining, records management, supervisory counseling, workplace injury and risk management, and health & safety matters. In 2020, the Bureau’s staff of two full-time and one part-time employees provided one or more of these services for the City’s 249 regular full-time and part-time employees and 114 seasonal/intermittent part-time employees.

The Human Resources Bureau’s primary efforts in 2020 were focused on:

**COVID-19 Response.** COVID-19 had a huge impact on the Human Resources Bureau in 2020. In March, the Human Resources Bureau was split between two locations to reduce the likelihood of the Bureau’s functions being impacted if one of its employees contracted COVID-19. How business was done changed as well with more work done via the telephone, Zoom meetings, and email. The Bureau handled the lay-off of over 30 employees due to the downturn in work and anticipated decrease in revenues. This led to a large number of unemployment claims for the Bureau to process. Fortunately, by the end of 2020, the situation improved such that most of the employees had been called back to work although not necessarily in their original job capacity. The Bureau also implemented the Families First Coronavirus Response Act for the City, was heavily involved in reviewing possible COVID cases, and provided advice internally regarding COVID-19 protocols.

**Recruitment and Selection.** Human Resources is involved at every step of the City’s hiring and recruitment process, from determining the most effective search methods to orientation of newly hired employees. During 2020, 405 applications were received and processed resulting in 92 new City staff members. Recruitment events such as the online Hire-A-Vet job fair, additional online job posting, and targeted advertising were some of the mechanisms used to boost recruitment.

**Labor Relations.** The City has eight collective bargaining units and current agreements with six of them. In 2020, the City continued negotiations with the two remaining collective bargaining units and was successful in reaching agreement with one of them. Negotiations are ongoing with the other bargaining unit.

**Benefits Administration.** The City’s health insurance and vision insurance providers notified the City that there would be no increase in their plans’ cost for the coming year. The dental insurance provider indicated that there would be a small decrease in their plan for the same period. Given the uncertain economic climate due to COVID-19, these were welcome notifications. We continue to monitor and execute all mandates related to the Affordable Care Act and other employment and benefit laws that impact the City’s employees and retirees.

**Workplace Safety.** Through the collective efforts of our employees, the City’s injury rating for lost work time continued to be low with only 12 claims of that type. The recovery period for some of the injuries, however, has contributed to an uptick in the City’s workers compensation insurance rates for the coming year. A review of the injuries to determine if workplace changes could be made to reduce these type of injuries in the future. City Departments continue to make use of safety grants when available and provide frequent training for employees such as toolbox and tailgate “talks” related to the jobs at hand.
The Information Systems Bureau provides services and infrastructure support for all City Departments and the Augusta School Department through the effective use of technology. Planning, designing, purchasing, and installing critical information systems are primary responsibilities. The Bureau also provides end user support for over 2,800 computers, a computer infrastructure connecting 18 buildings, all City radio communications systems, and all City and School phone systems. These services are provided by five full-time employees.

The Information Systems Bureau has worked on numerous continued high priority requests since the start of the COVID-19 pandemic in March 2020. The major focus has been to continue normal support duties while making sure work areas are redesigned and equipment is acquired to maintain a safe environment for all City & School staff. The entire Information Systems staff has worked diligently to make sure the priorities are met and have hopes that things will slow down to a sustainable pace in 2021 as the current work load will be difficult to maintain on a longer-term basis.

Some of the year’s major tasks included:

- Setup and coordination with Maine State Legislature to use Augusta Civic Center for meetings.
- Assisting CTV-7 with camera and TV transmissions from the Augusta Civic Center and Cony High School.
- Movement and reconfiguration of dozens of staff work and office areas due to COVID-19.
- Configuration of work areas for voter registration.
- Working with Spectrum to replace broken fiber feed to Cony High School.
- Preparing the Request for Proposals and awarding a contract for phone connectivity.
- Replacing the street entrance sign for Cony High School.
- Replacing the host server farm for the City and Augusta School District voice mail system.
- Setting up and configuring thousands of end user devices such as cameras, tablets, laptops, Chrome Books, and TVs as well as Hot Spots to assist with the Augusta School District’s remote learning requirements due to the COVID-19.
- Acquiring and configuring new hand-held radios for Augusta Police Department staff.
- Installing 36 new switches in School Department buildings.
- Working with the Augusta Fire Department on COVID testing and inoculation equipment.
- Continuing to work with all staff on improving system security.
Mission Statement

We, the members of the Augusta Fire Department, are dedicated professionals committed to safely serving our community by protecting life, property and the environment through prevention, education and emergency services.

We are pleased to summarize the activities of the Fire Department for the year 2020. The past year was busy with the Coronavirus and its operational impacts. 2020 was a busy year for emergency responses with EMS, even after a quarantine lull, at 5,339 patients and fire calls close to 1,500.

Department Training

An estimated 50 plus hours per member of COVID-training.
Firefighter/Paramedic Ted Marshall, Tony Thibodeau, and Jeff Dunn obtained their Fire Officer I&II certifications.
Switched primarily to a learning management system for online training.
Mid-summer members got outside for some pump training and a mental refresher.

Employees

Chief Roger Audette retired on 12/11/2020 for a life of construction. We wish him well.
Firefighter/Paramedic Theo Marshall joined the Maine team for the Maine Forest Service and responded out west to help contain the wildfires on the West Coast.
Firefighter/Paramedic Rich Beaudoin, also an RN, responded with a COVID team to other states in need of support.
New Employee: Firefighter/Paramedic Jordan Barker was hired on 02/10/2020.

Other Events

Virtual B-day parties were conducted.
Attended FF and veterans funerals providing a large flag and family support,
(3 retired Augusta Firefighters), (1 retired Brunswick ANG firefighter and war Veteran).

COVID Impacts to the Community

Decreased CPR programs.
Unable to hold any public education classes in schools.
Unable to hold any public education classes for senior citizen.
Decreased hands on training for members.
Decreased outside training as conferences cancelled.
Hands on training was at a minimum.
Building inspections and Knox box compliance and maintenance decreased.

Response Statistics

Fire 2020 = 1,441
EMS 2020 = 5,162
Department Projects:

Applied to an NFPA Community Risk Reduction program and was one of two communities in Maine chosen for the national pilot program on Community Risk Assessment.

Accepted the delivery of a new front line rescue to be housed at Hartford Station.

Fire prevention & education materials were supplied as needed to the schools.

Promoted Knox box ordinance requirements.

Pre-planning of high vulnerability areas & multi-family housing.

Continued to foster good working relationships with local fire departments to enhance mutual aid response, cost sharing for training and equipment.

Established a COVID Safety team, responsible for safety, decon, isolation and vaccinations.

Promote safe housing, exits, smoke detectors, fire escape planning and sprinkler systems.

Worked to enforce the required CO alarms & detection in local lodging facilities.

Provided first aid, AED, CPR, fire evacuation training for the community.

Our Department wishes to thank the Citizens of Augusta for all the support. We ask if there is anything we can do for you to make our community to be a safer place please contact us by phone or email, we are here for you.

In December of 2020 Fire Chief Roger Audette retired after over 27 years of dedicated service to the City of Augusta and the longest serving Fire Chief in its history. We wish him a long and happy retirement.
Message from the Chief: The Augusta Police Department continues to seek ways to build positive relationships with all of our community members while providing the highest level of service to keep our citizens safe. As the Chief of Police, I will continue to foster a culture within our police department that is one of fair and equitable service delivery. We will never be content with the status quo and will constantly look for ways to improve our service delivery in order to maintain and build public confidence. The citizens of Augusta receive outstanding service from the men and women of the Augusta Police Department who are invested and consistently thinking of better ways to serve their community. I will continue to search for ways to expand our Community Policing model by attempting to foster relationships with the people within our community who are distrustful of the police. The Augusta Police Department is dedicated to reaching the highest standards of professionalism through policies, procedures, hiring, training and technology.

Crime Statistics

The crime statistic below are not all inclusive of crimes handled by the Augusta Police Department, but crimes that are required to be reported to the FBI. * Not required to be reported to FBI. These numbers are drawn from the APD record management system and may not reflect the final totals reported by the State of Maine.

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Rape</td>
<td>21</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>Robbery</td>
<td>10</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>29</td>
<td>16</td>
<td>32</td>
</tr>
<tr>
<td>Assault</td>
<td>474</td>
<td>508</td>
<td>560</td>
</tr>
<tr>
<td>Burglary</td>
<td>63</td>
<td>58</td>
<td>76</td>
</tr>
<tr>
<td>Theft</td>
<td>530</td>
<td>522</td>
<td>522</td>
</tr>
<tr>
<td>Motor Vehicle Theft</td>
<td>25</td>
<td>8</td>
<td>17</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>158</td>
<td>192</td>
<td>198</td>
</tr>
<tr>
<td>*Drug Offenses</td>
<td>423</td>
<td>360</td>
<td>255</td>
</tr>
<tr>
<td>*Vehicle Stops</td>
<td>6543</td>
<td>6468</td>
<td>6060</td>
</tr>
</tbody>
</table>
Communications Center: The Augusta Police Department communication center services Augusta Police and Fire/EMS as well as Hallowell Police and Fire. “Calls for service” only reflect the calls where a call entry is made and do not reflect the total calls coming into the communications center that do not generate a call entry.

The Augusta Police Calls for service does not reflect all the work of the Augusta Police Department.

Grants Awarded to the Police Department

<table>
<thead>
<tr>
<th>Grant Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020 Bulletproof Vest Partnership</td>
<td>$6,295.00</td>
</tr>
<tr>
<td>2020 Justice Assistance Grant</td>
<td>$16,059.44</td>
</tr>
<tr>
<td>2020 Justice Assistance Grant COVID</td>
<td>$77,591.00</td>
</tr>
<tr>
<td>2020 IF&amp;W Spring Round of ATV Enf.</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>2020 IF&amp;W Fall Round of ATV Enforcement</td>
<td>$500.00</td>
</tr>
<tr>
<td>2020 BHS-Impaired Driving</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>2020 BHS-Seatbelt</td>
<td>Pending</td>
</tr>
<tr>
<td>2020 BHS-Speed</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>2020 BHS-Distracted Driving</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>2020 BHS-Pedestrian</td>
<td>$10,000.00</td>
</tr>
<tr>
<td>2020 BHS-DRE</td>
<td>$6,000.00</td>
</tr>
<tr>
<td>2019 S. Kennebec Und. Drink. (Multi-Agency) (Additional Funding) ending July 15, 2021</td>
<td>$1,376.00</td>
</tr>
<tr>
<td>2020 Walmart Grant</td>
<td>$4,500.00</td>
</tr>
<tr>
<td>2020 Dirigo Safety Underage Drinking Grant</td>
<td>$11,500.00</td>
</tr>
<tr>
<td>2020 Homeland Security Grant (police portion)</td>
<td>$30,000.07</td>
</tr>
</tbody>
</table>
Community Events and Participation

- Ride to School in a Police Car Certificate Program
- Crisis and Counseling 1 and 5K
- Sexual Assault and Crisis Celebrity Dinner
- National Drug Takeback Day
- No Shave and pink line flags for charity
- Color Guard Events
- Wanderers Program
- Fallen Officer Vigil
- Capitol Clubhouse
- Car Seat Checks and Installations
- Wreath Laying at Mount Hope Cemetery
- Clear Paths Program
- Salvation Army Christmas Adopt-a-Family
- Law v. Saints basketball game
- Thanksgiving / Holiday Celebration Fireworks
- Vo-Tech Advisory Board LE
- Cony Active Shooter Training with Staff
- Save Your Breath 5K
- Turkey give away we were part of times 2
- Cops on Top Hike
- Blue Lives Matter Tournament
- Corporal Cole Memorial Run
- 107.9 Interviews
- Civilian Police Academy
- Augusta Age Friendly
- Lobby e-commerce zone
- Virtual Cony Middle School tour of APD
- Halloween Downtown
- Food Giveaway @ Civic Center
- Backpack Giveaway @ Civic Center

Awards and Commendations

- Officer Anthony Drouin: Commendatory Letter
- Lead Dispatcher Aaron Farrell: Commendatory Letter
- Dispatcher Colleen Biegon: Life Saving Award
- Officer Brett Lowell: Life Saving Award
- Officer Nathan Paradis: Life Saving Award
- Officer Sebastian Guptill: Life Saving Award
- Officer Alex Morin: Life Saving Award
- Sergeant Christopher Blodgett: Life Saving Award
- Officer Simon Yorks: Life Saving Award
- Officer Sebastian Guptill: Commendatory Letter
- Sergeant Tori Tracy: Commendatory Letter
- Officer Brett Lowell: Commendatory Letter
- Officer Derek Daley: Commendatory Letter
- Officer Aaron Paradis: Commendatory Letter
- Dispatcher Jerrad Dinsmore: Commendatory Letter
- Dispatcher Jenna Davies: Commendatory Letter
- Officer Sabastian Guptill: Distinguished Unit Commendation
- Sergeant Tori Tracy: Distinguished Unit Commendation
- Officer Brett Lowell: Distinguished Unit Commendation
- Officer Derek Daley: Distinguished Unit Commendation
- Officer Aaron Paradis: Distinguished Unit Commendation
- Dispatcher Jerrad Dinsmore: Distinguished Unit Commendation
- Dispatcher Jenna Davies: Distinguished Unit Commendation
Accomplishments 2020

- Enhanced Domestic Violence Investigations, follow-up and developed a solid protocol for the new yellow/red flag law.
- Continued to focus on the higher level dealers who are using trap houses to distribute narcotics having executed several warrants for search and arrest.
- Enhanced collaborations with prevention and rehabilitation groups locally by partnering with group homes; developing the Capital Area Diversion Program; and partnering with the state who is providing a co-responding case worker for substance abuse and addiction.
- Additional officers on the street to detect operating under the Influence, pedestrian and other traffic safety offenses.
- Increase our community forums by partnering with two radio stations going live on the air for questions weekly and monthly.
- Reduced/dispersed the workload of our dispatchers by adding a tenth full-time dispatcher and utilizing part-time staff.
- Enhanced or collaborations with code enforcement and the fire department as they address dangerous and blighted properties.
- Despite the Covid-19 Pandemic we have increased our collaboration with Parks and Recreation for both youth and adult sporting events over the summer and holiday events throughout the year.
Goals for 2021

- Building Improvements-getting the new police station approved.
- Expand our Community Policing model by seeking out ways to foster relationships with the people within our community who are distrustful of the police.
- Continue to focus on drug enforcement against the high level drug dealers while supporting our rehabilitation partners and embracing opportunities for education to reduce our drug epidemic.
- Create a permanent Domestic Violence Investigator utilizing our existing compliment. Cycle officers through this position in order to enhance our level of service while mentoring, enhancing investigative skills and combatting a stagnant work environment.
- Explore ways to reduce shoplifting within the city.
- Enhance our community involvement with events like Conquer the Capital, Civilian Police Academies, Daycare visits, DARE and National Night Out
- Create a regular Traffic Safety position utilizing our existing compliment. Cycle officers through this position in order to enhance our level of service while mentoring, enhancing investigative skills and combatting a stagnant work environment.
- In anticipation retirements in 2020 APD needs to continue to prepare our employees for promotions and movement within our ranks.
- Implement more in house and in person training within our department focusing on impaired driving, mechanics of arrest and other high liability areas.
2020 – What a year! What started out as just another year quickly became the challenge of all challenges. COVID-19 arrived in Maine in March and after that it was a different world both at work and in general. We quickly rose to the challenge of trying to minimize the spread of the virus by implementing alternate work schedules, developing policies in response to CDC Guidelines, altering our work practices in the field to meet social distancing guidelines, sanitizing, hand washing and wearing face masks. We also moved several of our employees to other City buildings to minimize the spread of COVID-19 in the event one of our employees became infected.

For staffing changes, we celebrated the retirement of our Administrative Assistant, Micky Cram. Micky started at Public Works in 1985 and saw many changes in her 35 year career with the City. The City benefited greatly from her dedication and desire to do the best she could to help Public Works, and the City as a whole, shine. We miss her smile and positive attitude and wish her a long and adventurous retirement! We welcomed Mary Hunt as her replacement, Tony LaPlante as our Deputy Director, Jon Chalmers as our Solid Waste Director, along with several new truck drivers and laborers.

We continue our work on the following important goals while being mindful that we have to balance level of service with available funding and resources:

- A focus on safety and reducing workplace injuries. In addition to ongoing training, we do weekly “Tool Box Talks” on safety and other subjects. This has helped raise awareness for safety and other important aspects of our work, leading to a safer and better trained workforce.
- Recruitment and retention of a competent and well trained workforce.
- Focus on improvements for pedestrian safety.

Special Projects and Paving
Special projects that we started and/or completed this year include:

Paved the following streets: Birchwood, Brooklawn (shim), Coughlin, Franklin, Glenn, Grand, Howard, Kennebec, Orchard, Patterson Place, Prospect, Riverton (shim), Rockwood, Savage, Savoie, School Place, Smith, Waban, Willow, and Woodside.

Placed a new layer of surface pavement on Cony Street from the Calumet Bridge to the East Side Rotary. This was a joint project with a water line replacement completed by the Greater Augusta Utility District.

Resurfaced the sidewalk on South Belfast Avenue from School Street to Quimby Street which included new pedestrian tip downs to meet the new American with Disabilities Act’s (ADA) standards.

Constructed a new paved sidewalk on Howard Street to provide pedestrians with a sidewalk to access the Howard Street playground located at the Eastside Boat landing.
Year-Round Services

Rubbish and Recycling
Curbside rubbish collection continues to be a popular, efficient and valuable service provided to our citizens. We typically pick up the residential rubbish using two trucks, each with a driver and two loaders covering eight rubbish runs weekly. With the pandemic and the need to comply with CDC COVID-19 guidelines, we switched to a system where we ran three rubbish trucks, each with a driver and one loader. This year we saw an increase in the amount of rubbish collected curbside. In 2019 we picked up 5,109 tons of curbside rubbish and in 2020 we picked up 5,377 tons for an increase of 268 tons, or about 5% overall. This is likely the result of more people staying at home and working from home, more students engaged in remote learning, and more on-line purchasing leading to more packaging materials being discarded.

The single stream recycling drop-off locations at Public Works and Hatch Hill provide recycling opportunities for our residents. We recycled 129 tons of single stream at Public Works, 122 tons at Hatch Hill along with 57 tons of old corrugated cardboard. The recycling container at Public works has extended hours for residents on Wednesdays until 6 p.m., plus residents can also use Hatch Hill for their recycling. Hours at Hatch Hill are 8 a.m. to 4 p.m. Tuesday to Saturday. In August 2020, we signed a new two-year contract with ecomaine, which includes a tipping fee of $95 per ton. Prior to this 2020 contract we did not pay a tipping fee to ecomaine. We continue to pay $200 per trip fee to deliver our single stream recycling to their Portland facility for processing.

We typically schedule a Household Hazardous Waste Drop-off Day in May which includes recycling and/or disposal of old paint, batteries, universal waste (items containing mercury), used oil and prescription drugs along with paper shredding. We cancelled the 2020 event due to the pandemic and the need to social distance. We are planning to schedule one sometime in 2021, most likely in the fall.

General Maintenance
Public Works is responsible for year-round maintenance of the City’s public streets. Routine tasks include:

<table>
<thead>
<tr>
<th>Street and Sidewalk Sweeping</th>
<th>Street Patching and Repair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Striping and Crosswalk Painting</td>
<td>Street Sign Upgrades and Replacements</td>
</tr>
<tr>
<td>Roadside Ditching and Culvert Repairs</td>
<td>Brush Cutting and Roadside Mowing</td>
</tr>
<tr>
<td>Snow Removal</td>
<td>Emergency Response</td>
</tr>
</tbody>
</table>
Replaced a culvert and completed ditching to improve drainage on Whitten Road near the Maine Turnpike.

Replaced several culverts on Ward Road along with reshaping the ditches and shoulder repair.

Replaced several culverts on Kennedy Road along with reshaping the ditches and adding surface gravel.

Replaced two culverts crossing underneath Church Hill Road which required short road closures and detours to complete this work.

**Winter Highlights**

Mother Nature was kind to us in the winter of 2019/2020 with the exception of many icing events. A few statistics of the winter are:

- 56 inches of snow
- 31 winter weather events
- 13 “all plows out” events
- 18 icing events
- 4483 cubic yards of salt/sand mixture applied to the roads, typically “pre-wetted” with liquid brine*
- 10 weekend events
- 20 nights of snow haul

* In 2018 we purchased a brine maker and use the rock salt we buy in bulk to make our own brine. In the past we used both magnesium and calcium chloride for de-icing materials. Both of these chemicals are significantly more expensive and more corrosive than brine. We are able to use brine until we get down to a temperature of about 20 degrees at which point salt is not effective. At colder temperatures we blend in magnesium chloride.
The Engineering Bureau provides design and management for construction and other City projects that benefit residents, visitors, and business owners in the City of Augusta. The Bureau also provides engineering support to other city departments.

Construction projects that were started, continued or finished in 2020 include the following:

- Commercial Street Reconstruction
- Columbia Street Reconstruction
- Eastside Boat Landing Pier Installation
- Murray Street Reconstruction

Additionally, pedestrian safety improvements were made on Memorial Drive at Swan Street which included semi-permanent lane closures, a pedestrian bump out which improved sight distance (visibility), a Rectangular Rapid Flashing Beacon (RRFB) system, and a pedestrian guidance system along the Memorial Drive median. The Bureau thanks Maine Department of Transportation for their partnership with this project.

The following projects are in the design phase, planned for construction starting in 2021, or part of the five year work plan:

- Cony-Farrington Multi-Use Path
- Cushnoc Drive Reconstruction
- Highland Avenue Reconstruction
- Improvements to Church Hill Road
- Improvements to Davenport Street

As part of a continued commitment to pedestrian safety in the City, we will continue to work with the Maine Department of Transportation to look more closely at options that would improve safety along the Memorial Drive, Bangor Street, and Riverside Drive, including Memorial and Cony Circles. We are also in the beginning phases of a Pedestrian Safety Project that will evaluate different crosswalk markings and technologies in the downtown area.

Additionally, the Engineering Bureau continues to provide guidance to the Planning Board on developer projects via plan review, approve all new driveway locations, advocate for City interests in State projects, and assist any interested parties with issues pertaining to the public right-of-way.
The Central Garage operation is an Intrservice Fund. The majority of revenues come from rental of the fleet-owned vehicles to various city departments, vehicle maintenance to vehicles owned by other departments, as well as the sale of fuel. These revenues are used to pay for the costs of running Central Garage and vehicle maintenance & repairs. Monthly depreciation, which is factored into the rental rates, pays for vehicle replacements when they reach the end of their useful life.

The Fleet Service Manager is responsible for all aspects of the Central Garage which includes the fleet, along with the buildings and grounds at the Public Works Facility. Other Central Garage personnel include a working Chief Mechanic, four (4) technicians, a parts person and an Administrative Assistant who is also shared equally within the Streets and Solid Waste Bureaus. Central Garage continues to provide garage space for the Public Safety mechanic to perform their maintenance duties and our parts person orders parts and maintains the vehicle maintenance records for public safety vehicles.

Central Garage is responsible for the maintenance and upkeep of approximately 120 pieces of their own equipment, plus equipment owned by Solid Waste and Parks & Cemetery Bureaus. Decisions on what vehicles will be purchased are based on an equipment replacement schedule which is used as a guide. This schedule evaluates which vehicles are due for replacement based on the actual condition of the vehicle and the needs of the various departments which can change depending on the services being provided to our citizens.

Central Garage spent $478,341 of the equipment reserve account this year to purchase the following replacement vehicles and equipment:

1 – Wheeled Excavator
1 – SUV
1 – Class 8 Dump Truck w/Plow & Wing
1 – ¾ ton Pickup
1 – Crew Cab Pickup
1 – Sidewalk Paver
Hatch Hill is the City owned solid waste disposal and recycling facility that operates as an enterprise fund. It is a regional facility that provides waste disposal and recycling services to Augusta and eight surrounding communities as well as the State and Federal agencies that operate in the region. All users pay to use Hatch Hill and revenues pay for day-to-day operations, provide reserve accounts for capital equipment (vehicles and future solid waste disposal) and post closure monitoring and maintenance of the facility once waste is no longer accepted.

Tonnages and Revenues

The graph below shows that tonnages have increased over the past few years but are still within the annual projections when the landfill was originally built in 2001 with an anticipated life of 20 years. At this time, it is projected that Hatch Hill has approximately 6 years of life remaining.

Budgeted revenues for FY2021 are $3.77 million with expenses budgeted at $3.66 million. Tonnages decreased slightly in calendar year 2020 compared to previous year. However, revenues exceed expenses in FY2020 leaving the fund with positive cash balance. Revenues in excess of expenses are held in the fund balance to be used for future unanticipated expenses as well as providing the “savings account” to close the landfill and for post closure monitoring and maintenance which needs to be done for at least 30 years after the facility stops accepting waste for landfilling. We need to “save” a total of $11.49 million dollars before the landfill reaches capacity and is closed. At this time we have $7.50 million “saved” and will save the rest over the remaining years that the landfill accepts waste.
In addition to the landfill, Hatch Hill also operates a recycling program. The table below summarizes the materials brought into Hatch Hill for disposal in the landfill or for recycling.

<table>
<thead>
<tr>
<th>Materials recycled</th>
<th>tons</th>
<th>Materials being landfilled</th>
<th>tons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single stream recycling</td>
<td>127</td>
<td>Rubbish</td>
<td>35772</td>
</tr>
<tr>
<td>Scrap metal</td>
<td>430</td>
<td>Rubbish- mixed</td>
<td>5713</td>
</tr>
<tr>
<td>Old Paint</td>
<td>5</td>
<td>Special wastes</td>
<td>86</td>
</tr>
<tr>
<td>Old corrugated cardboard</td>
<td>57</td>
<td>Total tons into landfill</td>
<td>41571</td>
</tr>
<tr>
<td>Old propane tanks</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old asphalt shingles</td>
<td>584</td>
<td>Auto shredder residue</td>
<td>5821</td>
</tr>
<tr>
<td>Old Tires</td>
<td>83</td>
<td>Ground wood chips</td>
<td>532</td>
</tr>
<tr>
<td>Universal waste (old TV's and ewaste)</td>
<td>42</td>
<td>(used as alternate daily cover)</td>
<td></td>
</tr>
<tr>
<td>Natural Wood chips for energy</td>
<td>447</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demolition Wood chips for energy</td>
<td>109</td>
<td>Total into landfill</td>
<td>47392</td>
</tr>
<tr>
<td>Compost and wood chips given to residents</td>
<td>233</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Recycling</strong></td>
<td><strong>2119</strong></td>
<td><strong>Recycling rate at Hatch Hill</strong></td>
<td><strong>5.1%</strong></td>
</tr>
</tbody>
</table>
2020 Augusta Board of Education members: pictured at top - Chair; Ed Hastings Board Members: Ward 1-Staci Fortunato; Ward 2, Christopher Clarke; Ward-3 Jan Michaud (not pictured); Ward 4, Kati McCormick and At-Large Board Members (row 3): Kevin Lamoreau, Jennifer Dumond, and Pia Holmes.
Dear Friends:

It is an honor to represent Maine in the United States Senate. I am grateful for the trust the people of our State have placed in me and welcome this opportunity to reflect on 2020, an incredibly challenging year for Maine families, small businesses, and communities.

When the pandemic struck, our country faced the specter of an overwhelmed health care system and devastation to our small businesses and the millions of people they employ. I immediately worked with Republicans and Democrats to pass multiple laws allocating approximately $3 trillion to respond to this public health and economic crisis, including more than $8 billion directed to Maine to support testing, schools, the economy, and other purposes — that is nearly double Maine’s annual state budget.

I am especially proud of the bipartisan Paycheck Protection Program (PPP) I co-authored. This program has provided three out of four Maine small businesses with nearly $2.3 billion in forgivable loans, which has helped sustain more than 250,000 Maine jobs. I have met thousands of Maine small employers and employees in all 16 counties who are surviving because of the PPP. As one small business owner told me, the PPP provided “exactly what we needed at exactly the right time.” The PPP also allowed employers to maintain benefits, such as health care, during this challenging time. Another round of PPP is needed to sustain small businesses and their employees.

While the pandemic continues across Maine, our nation, and the world, I thank the first responders, health care professionals, teachers, grocery store employees, factory workers, farmers, truck drivers, postal employees, and so many others who continue to stay on the job during this difficult time. With the deployment of the first vaccines, better tests, and the incredible speed with which these life-saving responses were developed, I am hopeful we can emerge from this crisis in the next few months.

While providing relief to American families was my focus throughout 2020, other accomplishments include the passage of the Great American Outdoors Act, which provides full funding of the Land and Water Conservation Fund and addresses the maintenance backlog at our national parks, forests, and wildlife refuges. As Chairman of the Transportation Appropriations Subcommittee, in 2020 alone, I secured $132 million to improve Maine’s roads, bridges, airports, buses, rail, ferries, and seaports. Finally, as Chairman of the Aging Committee, I led the reauthorization of the Older Americans Act, which funds programs that improve the well-being, independence, and health of our nation’s seniors and their caregivers, and I authored laws to reduce the cost of prescription drugs and protect individuals with Alzheimer’s disease.

As the end of 2020 is approaching, I have cast more than 7,535 votes, never having missed one. In the New Year, my focus remains to work with colleagues to find common ground on policies to help support the health and safety of Mainers and the safe, responsible opening of our communities. If ever I or my staff can be of assistance to you, please do not hesitate to contact one of my state offices. May the coming year be a successful one for you, your family, your community, and our state.

Sincerely,

Susan M. Collins, United States Senator
January 1, 2021

Dear Friends,

2020 was a year unlike any in our lifetimes. Our state and nation dealt with unprecedented challenges—the coronavirus pandemic, ensuing economic fallout, and a prolonged, heavily divisive campaign season each took a significant toll on all of us. The worst part? In order to protect each other, we had to face these challenges in isolation. But a new year represents new possibilities; a chance to take stock of what we’re grateful for and focus on the opportunities in front of us. As we reflect back on 2020, we will remember heartbreak and loss—but we cannot forget the shining rays of hope that broke through the darkness, reminding us all that better days are ahead.

Throughout the pandemic, my top focus has been on bridging the partisan divide in Washington in order to deliver desperately-needed relief for Maine people. Joined by colleagues last March, we pushed for bipartisan negotiations to produce a strong bill that helped fellow Mainers, businesses, and institutions weather this storm. In the weeks and months after the CARES Act passed, our team stayed in close contact with people throughout the state to determine how we should adjust our response to best support our citizens. Unfortunately, the aid provided by the CARES Act lapsed without Congressional action, leaving too many families and businesses in limbo. I never stopped pushing for a bipartisan relief bill and, after extensive negotiations, we ended the year on a good note by breaking the gridlock and passing new relief legislation. This new bill isn’t perfect; in fact, it should just be the start our renewed response. As we enter 2021 with a new administration and new Congress, we must fight for additional legislation to help restore stability to our working families and rebuild our economy and public health infrastructure.

In the midst of this crisis, Congress did manage to accomplish a few successes that will outlast this awful pandemic. Among these was the Great American Outdoors Act, a bipartisan bill which was enacted into law in August 2020 and will help address a $12 billion backlog at our national parks so future generations of Americans can enjoy these beautiful lands and create lifelong memories. Also, as we learn more about the recent hacks of our nation’s networks, there is help on the way: 27 of the cybersecurity recommendations made by the Cyberspace Solarium Commission—which I co-chair with Republican Congressman Mike Gallagher—made it into this year’s defense bill. While there is no guarantee that these provisions would have prevented the massive hack, they will certainly improve our cyber defenses.

Despite the challenges, I’m hopeful for the future. Vaccines are being distributed across our state—starting with our healthcare heroes, who have sacrificed so much throughout this unprecedented catastrophe and deserve our eternal gratitude. If there can be a silver lining from these challenges of 2020, maybe it will be this: I hope that, in the not-so distant future, we will be able to come together physically and we will be reminded of our love for each other. We have differences, without a doubt. But as Maine people stepped up to support each other, we saw again and again that our differences pale in comparison to the values we share. We are one state, and one community—and there is nothing we cannot or will not do for each other. Mary and I wish you a happy and healthy 2021. We can’t wait to see you soon.

Best Regards,

Angus S. King, Jr.
United States Senator
Dear Friends and Neighbors:

Let me begin by thanking you for allowing me the honor of serving you in the Maine Senate. I am grateful that you have put your trust in me and can assure you I will continue to work tirelessly on your behalf.

As you are no doubt aware, Maine is in the midst of one of its greatest difficulties, both in public health and economic downturn. The 130th Maine Legislature faces the challenge posed by a $1.4 billion budget shortfall, and perhaps more than ever before, state government must learn to live within its means.

As we move through the Legislative session I will be mindful of this and will do my best to hold the line on any new taxes or unneeded borrowing. Like you and your family, state government must tighten its belt in slow economic times and make the difficult, but necessary decisions that will allow us to weather the storm.

At the same time, it is very important that we restore a sense of balance in state government where both the Governor and the Legislature work together on behalf of you, our constituents. This is even more important given the unusual nature of how and where this Legislature will meet, given the safety considerations required by the global pandemic. However the legislative process plays out, it is imperative that the public continue to have access to and play a critical role in the work of the Legislature. These will be a few of my priorities this coming year.

In addition to working on these important issues, I look forward to serving as the Assistant Senate Republican Leader and serving on the Taxation Committee.

Again, thank you for electing me to serve you in the State Senate. The 130th Legislature certainly has a great deal of work to do, but I believe that if we come together, there is nothing we can’t accomplish. Please feel free to contact me at 287-1505 or mappouliot@legislature.maine.gov if you have comments, questions or if you would like assistance in navigating our state’s bureaucracy.

Sincerely,

Matthew G. Pouliot
State Senator
Dear Friends and Neighbors,

January, 2021

It has been a pleasure to serve the residents of House District #86 in the Maine Legislature. I am honored that you have entrusted me again with this responsibility. As you are aware, these past several months have brought unprecedented challenges to our country, the State of Maine, and Augusta.

Due to the COVID-19 pandemic, the second session of the 129th Legislature adjourned Sine Die on March 17, 2020. The opening on December 2nd of the 130th Legislature was still impacted by the pandemic and to ensure social distancing, the Swearing In was held at the Augusta Civic Center instead of the chambers in the State House.

I will be serving on the Joint Committee of Appropriations and Financial Affairs. This session, the most immediate work will be managing the impact of the impending budget shortfall for the remaining six months of this fiscal year 2021. Hard economic choices will have to be made not only in the short term, but we will then be asked to develop the next biennium budget covering fiscal years 2022 and 2023. I am looking forward to being a part of those discussions.

I encourage you to actively participate in your state government. Phone calls and letters are always welcome, however, due to the wider use of technology, meetings and hearings are even more accessible. Using the homepage of the Maine Legislature: Legislature.Maine.Gov, you will find access to Zoom meetings and YouTube videos. I also send a weekly email with current state news. If you wish to receive these updates, please contact me at Justin.Fecteau@legislature.maine.gov, and we will gladly add you to our list.

Again, thank you for giving me the honor of serving you at the State House and may you all have a safe and healthy 2021.

Sincerely,

Justin Fecteau
State Representative
### LEGISLATIVE MEMBERS

<table>
<thead>
<tr>
<th>DISTRICT 80</th>
<th>DISTRICT 86</th>
<th>DISTRICT 85</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Address: 44 Harmony Lane, Vassalboro, ME 04989</td>
<td>7 Davis Street, Augusta, ME 04330</td>
<td>49 Pleasant Hill Road, Augusta, ME 04330</td>
</tr>
<tr>
<td>Telephone: 207-861-1657</td>
<td>207-248-7183</td>
<td>207-592-6849</td>
</tr>
<tr>
<td>E-Mail: <a href="mailto:dick.bradstreet@legislature.maine.gov">dick.bradstreet@legislature.maine.gov</a></td>
<td><a href="mailto:Justin.fecteau@legislature.maine.gov">Justin.fecteau@legislature.maine.gov</a></td>
<td><a href="mailto:donna.doore@legislature.maine.gov">donna.doore@legislature.maine.gov</a></td>
</tr>
</tbody>
</table>

Capitol Address: House of Representatives, 2 State House Station, Augusta, ME 04333-0002
Capitol Telephone: 207-287-1440 (Voice) - 207-287-4469 (TTY)
Year-Round Toll Free House of Representatives Message Center: 1-800-423-2900
Maine Legislative Internet Web Site: [http://www.mainegov/legis/house](http://www.mainegov/legis/house)

### DISTRICT 15

| Senator: Hon. Matthew G. Pouliot |
| Home Address: 66 Hemlock Terrace, Augusta, ME 04330 |
| Telephone: 207-441-9418 |
| E-Mail address: matt.pouliot@legislature.maine.gov |

Capitol Address: Senate Office, 3 State House Station, Augusta, ME 04333-0003
Capitol Phone: 207-287-1505 (Voice) - 207-287-1583 (TTY)
Year-Round Toll Free Senate Message Center: 1-800-423-6900

### MAINE CONGRESSIONAL DELEGATION

**Angus S. King, Jr. (I)**

133 Hart Senate Office Building

Washington, DC 20510

Tel: 202-224-5344

Term Expires: January, 2025

Augusta Office: 4 Gabriel Drive

Augusta, ME 04101

Tel: 207-622-8292

**Senator Susan M. Collins (R)**

413 Dirksen Senate Office Building

Washington, DC 20510-1904

Tel: 202-224-2523

Term Expires: January, 2027

Augusta Office: 68 Sewall St.

Augusta, ME 04330

Tel: 207-622-8414 Fax: 207-622-5884

**Representative Chellie Pingree (D-1st District)**

2162 Rayburn House Office Building

Washington, DC 20515

Tel: 202-225-6116

Term Expires: January, 2023

Waterville Office: 1 Silver Street

Waterville, ME 04901

Tel: 207-873-5713

**Representative Jared Golden (R-2nd District)**

1223 Longworth House Office Building

Washington, DC 20515

Tel: 202-225-6306

Term Expires: January, 2023

Lewiston Office: 179 Lisbon Street

Lewiston, ME 04401

Tel: 207-241-6767