

Town of Franklin

355 East Central Street
Franklin, Massachusetts 02038-1352



Phone: (508) 520-4949
www.franklinma.gov

OFFICE OF THE TOWN ADMINISTRATOR

Updated: November 6, 2020, 12:00 PM

Town Department Re-entry Update

Based on [Governor Baker's Step 2 of Phase 3](#) anticipated Executive Order released on September 29th, 2020, the Franklin Town and School Administration offices, as well as all Franklin public buildings will continue to be closed to public traffic unless noted below. The administrative offices remain at 50% staff occupancy on site, and the remainder of employees are continuing to work remotely.

Here are the latest updates on town services:

- The Most recent [Town of Franklin case data as of November 2, 2020 is here.](#)
- The Recreation Department is proud to be offering a variety of Winter programs. Find their [Winter Program Brochure](#) here which includes small sided basketball, tennis, pickleball, volleyball, field hockey, lacrosse, and street hockey. Registration information can be found on the [Recreation Department website.](#)
- The Franklin Senior Center is offering a full slate of programs via virtual connections. For a full calendar of events, [click here.](#) For more information or to sign up please call (508)-520-4945
- The Municipal Building at 355 East Central Street will reopen to public access for the first time since the declared state of emergency. All Town Departments within the Municipal Building have staff representation in the office and overall staff is at 50% capacity of all office space.
 - The public will only have access to the first floor of the Municipal Building (Town Clerk, Planning, Building, Health and Conservation).
 - Face coverings must be worn in the building at all times and a full contact tracing questionnaire will be required for entry.
 - If you need to meet with a staff member from another department please call or email the respective department/staff to schedule a time for the most expedient service. It is not required to have an appointment.
 - The Municipal Building drive-thru window will continue to be open for service during regular [Municipal Building business hours.](#) The Town encourages every resident to continue to use our online payment platforms at [Unibank](#) for Property Tax, Water, Sewer and Trash bills and [Viewpoint Online Permitting](#) for online permits and licenses. Please call the respective department for assistance. No Cash will be accepted.

- The Library is working diligently to prepare the library for in-person services including installing plexiglass, reconfiguring seating to maintain social distancing, establishing directional markings to control traffic, as well as obtaining needed PPE. Opening day will be after the Thanksgiving Holiday. We will have more guidance on re-opening soon.
- The Temporary Town Clerk and staff have been working tirelessly to make the 2020 Election season run smoothly. [Election Information can be found here.](#)
- The [Historical Museum](#) opened on Sunday, November 1st allowing visitors to view the new exhibits the Town staff and Commission have been working on. The Museum will continue to open on Sundays from 1pm-4pm until recommended otherwise. [Instagram page.](#)
- **Out of State Travel:** Effective August 1, 2020, all visitors and returning residents entering Massachusetts must follow Governor Baker's new travel orders:
 - [COVID-19 Travel order](#)
 - [10 Tips for At Home Self-Quarantine](#) (PDF)

Town Department Customer Service Updates

The following is a list of contacts and sources to continue business through public closings. We will continue to update this list as the situation evolves.

Administration

- Residents can call 508-520-4949. Please email Jamie Hellen, Town Administrator, at jhellen@franklinma.gov or Chrissy Whelton, Assistant to the Town Administrator, at cwhelton@franklinma.gov for direct service.
- Permits run through the Town Administrator's Office can be submitted through <https://franklinma.viewpointcloud.com/> under the Town Administrator's tab.

Animal Control

- The animal control officer is available at 508-520-4922.

Assessors

- Residents can call 508-520-4920 to reach the Assessor's Office. Or contact Principal Assessor, Kevin Doyle, kdoyle@franklinma.gov directly.
- The [Assessor's Department](#) has been conducting roadside driveby reviews and photography through the spring and summer (Assessors will be in clearly labeled Town cars) Currently staff has begun interior reviews by appointment only. Please note any assessor entering your property from the Town of Franklin will have an ID, please do not hesitate to ask for Identification if you are unsure.

Building/Inspection

- Residents can call 508-520-4926 to reach the building department. For specific questions, please email gbrown@franklinma.gov
- In-person inspectional services began in July and the staff continue to keep projects in the community moving forward. Please email gbrown@franklinma.gov for consultation.
- You can apply for building, plumbing, gas, and electrical permits at: <https://franklinma.viewpointcloud.com/>

Community Planning Department (Planning Board & Design Review)

- Please contact Amy Love at alove@franklinma.gov with questions. Planning Board meetings are expected to continue through the Zoom platform through the fall and winter due to the nature of their public hearings and ensuring proper participation and access. Planning Board meetings are occurring through Zoom and agendas can be found on the [Town Calendar](#).
- The [Community Planning Office](#) has been working on a rotating skeleton crew. The most expedient service will be emailing Director Bryan Taberner btaberner@franklinma.gov or Maxine Kinhart at mkinhart@franklinma.gov or 508-520-4907.

Comptroller/Finance

- Office has been at half-staff since July. Please email Finance Director, Chris Sandini, for direct service at csandini@franklinma.gov

Conservation

- Conservation Commission meetings will be conducted through ZOOM and can be found on the [Town Calendar](#). The meetings will be accessible through the Conservation Agenda posted on the Conservation Website with detailed directions on how to access the meetings. As we are working remotely, please email Jen Delmore, the Conservation Agent, at jdelmore@franklinma.gov with any questions.
- Conservation Application Submittals. While the Town Hall is closed to the public, you may mail any applications and correspondence to:

[Conservation Department](#)
% Conservation Agent Jennifer Delmore
355 East Central Street
Franklin, MA 02038

- We only require 2 copies of any type of filing at this time. Please email Jen Delmore, Conservation Agent, at jdelmore@franklinma.gov before submitting a new application.
- For filing a Notice of Intent, please email an electronic copy of the application to Mike Maglio, Town Engineer, at mmaglio@franklinma.gov. The Conservation Agent will be contacted once the electronic copy is received. Please note that PDF communication is required.

Council on Aging/Senior Center

- [The Senior Center](#) anticipates opening to the public for scheduled advance sign up activities sometime in November. In the meantime, many virtual offerings and opportunities to connect are still available. Please visit the [Senior Center website](#) for up-to-date info including the [latest newsletter](#). Offerings include:
 - A variety of strength, balance, and exercise classes are available [via Zoom](#).
 - The Curbside Cafe lunch program for seniors is available for members to access Cafe prepared grab-and-go meals. Please call 508-520-4945 to order or visit <https://www.franklinma.gov/Curb> to order online
- Find details on Monthly Virtual Senior Coffee Hours with local and State officials on the [Senior Center website](#).
- Residents can contact the Senior Center at 508-520-4945 for information. For individual direct service, questions should be directed to Erin Rogers, erogers@franklinma.gov
- Visit the Senior Center website at www.franklinma.gov/fsc for specific services still being offered to those seniors in need. Please call or email with questions.

Fire

- The Fire Department can be contacted at 508-528-2323 for non-emergency.
- Visit the website at www.franklinma.gov/fire-department for specifics.
- There is currently no open burning.
- All Fire Department members are self screening for symptoms every shift and wearing appropriate PPE to keep ourselves and the public safe and healthy.

Health Department

- Residents can call 508-520-4905 to reach the Board of Health. Direct questions should be emailed to Cathy Liberty, Health Director, at cliberty@franklinma.gov
- The Health Department has moved to online permitting. To access Permit applications please visit <https://franklinma.viewpointcloud.com/categories/1082>
- For general information and hours please visit the [Health Department's web page](#).
- Updated information on COVID 19 can be found on the Coronavirus Information Portal at <https://www.franklinma.gov/home/pages/coronavirus-information-portal>
- If you have any urgent time-sensitive matters you can call the Health Department and they will make arrangements with you.

Human Resources

- The Human Resources office can be reached at 508-553-4810. Please send emails to kbratt@franklinma.gov
- Visit the website for information at www.franklinma.gov/human-resources
- Sign up for Job Opportunities Email List [here](#).

Library

- Curbside Book & Items Pickup. The Library continues online orders and no contact pickup/dropoff of requested materials. Patrons can place material held [online](#) or by phone at (508) 520-4941.

Search our catalog at find.minlib.net (limit of 5 items over the phone), and limit the collection location to Franklin. Once you receive a text or email that your items are ready, visit the Library entrance at School Street. Hours are Monday - Saturday 10AM - 5 PM for curbside pickup.

- Virtual Services. The Library staff are providing an endless amount of virtual programming and continue to invent new performances every week. Everything from streaming book Clubs, Streaming storytimes, Virtual Teen Advisory Board Meeting, STEAM at-home challenges, musical performances and much more throughout the day. Please visit <https://www.franklinma.gov/franklin-public-library> for the most up to date schedules.
- Late fines will now apply. However, the Franklin Public Library and Minuteman are allowing items to be taken out for a longer period, for up to one month, which is one week longer than usual. Items automatically renew if there is no wait list for an item.
- Please stay tuned to the [Franklin Public Library](#) websites for children's programming and other offerings that will be available to residents remotely.

Public Works

The [DPW](#) crews are fully operational and will be working independently following employee safety guidelines. The DPW Administration Building remains at 50% staff capacity. DPW staff are available for on site meetings, by appointment only and must be outside the DPW building. For all in person meetings, face coverings are mandatory, social distancing is mandatory and proper respect and hygiene toward the town staff is required.

- Residents can call 508-553-5500 for information on any general business.
- Public Works related emergencies call 508-528-1212 (central dispatch)
- [The Recycling Center](#) is open regular hours for full services. No cash or checks will be accepted. All residents who wish to use the recycling center for item drop off can pay for a permit onsite at the recycling center via credit card or by going to the online payment portal for recycling fees at <https://franklinma.viewpointcloud.com/categories/1078>. If you chose the online option please remember to bring your printed receipt to show proof of payment.

Please note that beginning the first week in December, the Recycling Center will be closed on Tuesdays until April.

- [Curbside Clothing Recycling](#) restarted the week of April 27th on your normal trash day. Please have bags out prior to 7am for pickup.
- Apply for DPW permits online at: <https://franklinma.viewpointcloud.com/categories/1078>
- Visit the DPW website for more information www.franklinma.gov/public-works

Police

- The Franklin Police Department can be reached at 508-528-1212 for non-emergency calls.
- Visit the website at www.franklinma.gov/police-department
- For Car Registration information please visit www.massrmv.com. Inspection sticker information is available at mass.gov.
- [The RMV](#) has information on the new learner's permit process. Please contact the Police Department to ask any questions on licenses and permits or email Lt John Ryan at jryan@franklinma.gov

Recreation

- Residents can call 508-613-1666 for information or email rjette@franklinma.gov
- Recreation staff have been back in the office and running programs under strict COVID guidelines since May and are open to the public during regular business hours.
- Visit the recreation website at www.franklinma.gov/recreation-department for questions or to register for future programs. Find the [Winter Program Brochure](#) here.
- [All municipal parks and fields](#) are open to the public. Playgrounds are also open for use but with the warning that they are not being sanitized. Please use at your own risk and make note of safety guidance posted. [Nature trails](#) remain open. Please adhere to all social distancing requirements.

Franklin Public Schools

- Residents can call 508-553-4819 for information and/or visit www.franklinps.net
- Franklin Public Schools remain closed to the public. [Additional information from DESE can be found here](#).
- The Franklin School Committee can be contacted via their website at <https://www.franklinps.net/district/school-committee>

Town Clerk's Office

- The Temporary [Town Clerk](#) and staff are working in the Municipal Building, and will reopen to the public on Monday, November 9th. However, health screenings and contact tracing will be required for entry into the building and patrons must adhere to COVID 19 protocols set forth by the Governor and the Department of Public Health. The drive through window will remain open during regular business hours.
- The staff has worked around the clock to aim for a successful Election season and to make voting easy and organized with many options for residents. Election information can be found here <https://www.franklinma.gov/town-clerk/pages/2020-elections-voting>
- Residents can call 508-520-4900 for information or questions.
- Dog License fees were due on July 1st. Late fees now apply. All services can be done online through our online portal: <https://franklinma.viewpointcloud.com/>
- For Vital Records requests, contact the [Town Clerk's office](#) or you can apply for them online through our online portal: <https://franklinma.viewpointcloud.com/>
- For the most up to date Federal, State or Local election information, please visit the [Town Clerk's website](#).

Treasurer/Collector

- Residents can call 508-520-4950 with any questions or requests. Please contact the Town [Treasurer-Collector](#) directly a kbertone@franklinma.gov for the best customer service during this time.
- While the drive-through window is open for regular business hours. The **white drop box** located on the side of the Town Hall building is where residents can leave their payments during off-hours. Residents may also use this for census forms or return them by mail.
- Online payments can be made at <https://unipaygold.unibank.com/customerinfo.aspx>

Veteran's Office

- The Veterans officer is available by phone or email consultations at 508-613-1315.
- Emails can be sent to dkurtz@franklinma.gov
- Visit the Veterans' Services website at www.franklinma.gov/veterans-services for information or to find details on Monthly Veteran Coffee Socials held via Zoom