

# Town of Franklin

355 East Central Street  
Franklin, Massachusetts 02038-1352



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

OFFICE OF THE TOWN ADMINISTRATOR

Updated: June 9, 2020, 8:00 AM

## **Town Department Re-entry Update**

Based on the global COVID-19 pandemic and Governor Baker's Executive Orders, the Franklin Town and School Administration offices, as well as all Franklin public buildings will be closed to the public. Our offices are operating at 25% capacity on site, and the remainder of employees are continuing to work remotely until we are able to increase employee numbers in our facilities. We are following the guidance coming from Governor Baker. We have been reintroducing services that cannot be performed remotely while keeping the safety of our employees and the community at the forefront. Please find the latest protocols from our Town Departments below.

- The drive-through window at the Municipal Building is open for service regular business hours and is serving as the point of contact for municipal services for both the [Town Clerk's Office](#) and the [Treasurer/Collector](#). Cash will not be accepted at this time. The public will not be able to access the building in any way other than the drive-through.
- The Library will be reopening with a skeleton crew for online orders and no contact pickup/dropoff of requested materials. Patrons can place material holds online or by phone. (limit of 5 items over the phone) Search our catalog at [find.minilib.net](http://find.minilib.net), 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 will be Monday - Saturday 10am - 1pm. Please stay tuned to the [Franklin Public Library](#) websites for children's programming and other offerings that will be available to residents remotely.
- [The DPW](#) and [Facilities Departments](#) are fully open, with work crews operating in one-man vehicles where necessary. The DPW Administration Building will remain closed until further notice, with employees working remotely.
- [The Senior Center](#) remains closed to the public until further notice. A curbside lunch program is now available for members to access Cafe prepared grab-and-go meals. The details on the Curbside Cafe are available on the [Senior Center website](#). We are hoping to expand the program offering in the future to include breakfast options.
- [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 will need to go online prior to pay the required fee(s). A printed slip detailing the fees paid will be required to show proof of payment. The online payment portal for recycling fees is [on our Viewpoint site](#).
- [Curbside Clothing Recycling](#) restarted the week of April 27th on your normal trash day. Please have bags out prior to 7am for pickup.

- [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.
- All public and private schools are closed through the end of the year. Childcare facilities (other than emergency centers for first responders) will be closed until June 29th.
- [Trash and Recycling Pickup](#) will continue to be picked up on their normal schedule.

While many Municipal Building and other departments staff continue to work remotely during Phase II, we remain available for all regular business activities via phone, email, and our online services center at [www.franklinma.gov](http://www.franklinma.gov). For an emergency, please continue to dial 911.

### **Bill Payments & Permitting**

1. **White dropbox** Residents can drop off payments by checks and money order only, census forms, dog licensing forms, etc. in the white dropbox (mailbox) located on the side of the municipal building during off-hours. Payments and census forms can also be mailed.
2. The drive-up window is open regular business hours. No Cash will be accepted.
3. Permitting and online payments (property and real estate, water/sewer/trash, excise taxes) can also be found online:
  - a. Online payments: <https://unipaygold.unibank.com/customerinfo.aspx>
  - b. Online Permitting Portal: <https://franklinma.viewpointcloud.com/>

### **Departmental 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 [jhellen@franklinma.gov](mailto:jhellen@franklinma.gov) or [cwhelton@franklinma.gov](mailto: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.
  - Public gathering permits will not be approved for events at least within the next three weeks no matter the size of the gathering.
  - Please email Alecia Alleyne for direct service questions [aalleyne@franklinma.gov](mailto:aalleyne@franklinma.gov)

#### **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 [kdoyle@franklinma.gov](mailto:kdoyle@franklinma.gov) directly.
- Roadside driveby reviews and photography will still happen (Assessors will be in clearly labeled Town cars), they will not be going on-site for exterior property measuring or doing any interior reviews to keep residents and employees safe.
- All appointments through the [Assessor's Department](#) have been suspended and a representative from the department will be contacting people to reschedule/postpone.

## **Building/Inspection**

- Residents can call 508-520-4926 to reach the building department. For specific questions, please email [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov)
- Inspections of properties will be suspended through May 18th, 2020 to prevent further transmission of the virus. We may ask for photos in lieu of on-site inspections to protect employees and the community. Alternative arrangements could be made to accommodate the needs of residents upon inquiry. Please email [gbrown@franklinma.gov](mailto: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](mailto:alove@franklinma.gov) with questions. Ms. Love will contact each applicant on the agenda to reschedule.
- All other previously scheduled Planning Board meetings will remain on the calendar as of this date until further notice. Planning Board meetings are occurring through Zoom and agendas can be found on the [Town Calendar](#).
- The [Community Planning Office](#) will be working on a rotating skeleton crew. The most expedient service will be emailing Director Bryan Taberner [btaberner@franklinma.gov](mailto:btaberner@franklinma.gov) or Amy Love at [alove@franklinma.gov](mailto:alove@franklinma.gov).

## **Comptroller/Finance**

- Staff is working remotely. Please email Finance Director, Chris Sandini, for direct service at [csandini@franklinma.gov](mailto:csandini@franklinma.gov)

## **Conservation**

- Conservation Application Submittals  
While the Town Hall is closed to the public, you may mail any applications and correspondence to:  
[The Conservation Department](#)  
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](mailto:jdelmore@franklinma.gov) before submitting a new application.
- For filing a Notice of Intent, please email an electronic copy of the application to ([mmaglio@franklinma.gov](mailto:mmaglio@franklinma.gov)) the Town Engineer at the DPW instead of delivering in person and receiving a handwritten signature to submit to the Conservation Dept. Mike Maglio will email the Conservation Agent once he has received the electronic copy. Please always email the Conservation Agent PDFs of all material for all types of filings.
- Remote Conservation Commission Meetings  
While the Town Hall is closed for public meetings, the 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, with any questions or concerns. Thank you!

## **Council on Aging/Senior Center**

- 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](mailto:erogers@franklinma.gov)
- Visit the Senior Center website at [www.franklinma.gov/fsc](http://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](http://www.franklinma.gov/fire-department) for specifics.
- Open burning permits are no longer available. Expired May 1st.
- The Department will be resuming 26F (smoke) and 26F 1/2 (carbon monoxide) inspections on Wednesday, June 10 for our residents. Please email [jbarbieri@franklinma.gov](mailto:jbarbieri@franklinma.gov) for consultation.

## **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](mailto:cliberty@franklinma.gov)
- To submit a permit, residents can visit the Health Department's page <https://www.franklinma.gov/health-department>, print, and mail in the permit and payment (check made out to the Town of Franklin)
  - Health Department  
355 East Central Street  
Franklin, MA 02038
- For updated information on COVID 19 you can view the portal at <https://bit.ly/2IRKxis>
- 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.
- Visit the website for information at [www.franklinma.gov/human-resources](http://www.franklinma.gov/human-resources)
- Sign up for Job Opportunities Email List [here](#).
- Please send emails to [kbratt@franklinma.gov](mailto:kbratt@franklinma.gov)

## **Library**

- Residents can call 508-520-4941 for information and visit the website: [www.franklinma.gov/franklin-public-library](http://www.franklinma.gov/franklin-public-library)
- The Library is open for no contact pick up and drop off for limited hours. Details can be found above. Please stay tuned to the Library and Town websites for children's programming and the programs that will be available to residents remotely.
- [For updated Library services and programs please click HERE](#)
  - CURRENT VIRTUAL SERVICES
    - Online reference questions answered within 24 hours
    - Streaming Book Club on March 24, 7:00 p.m.
    - Streaming storytimes on Tuesday, Thursday, and Saturdays
    - Virtual Teen Advisory Board Meeting
    - STEAM at-home challenges
- Late fines will not apply through May 18th.

## **Public Works**

The [DPW](#) crews are fully operational and will be working independently following employee safety guidelines. The DPW Administration Building will remain closed.

- Residents can call 508-553-500 for information on any general business.
- Public Works related emergencies call 508-528-1212 (central dispatch)
- Trash & Recycling is currently on schedule.
- Updates on the re-opening of the Recycling Center can be found above.
- DPW permits can be made online at:  
<https://franklinma.viewpointcloud.com/categories/1078>
- Visit the DPW website for more information [www.franklinma.gov/public-works](http://www.franklinma.gov/public-works)
- All in-home non-emergency meter appointments are suspended through May 4th.

## **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](http://www.franklinma.gov/police-department)
- New license and permit transactions are being temporarily suspended through May 18th. Please contact the Police Department to ask any questions on licenses and permits. Or email Lt John Ryan at [jryan@franklinma.gov](mailto:jryan@franklinma.gov) .

## **Recreation**

- Residents can call 508-613-1666 for information or email [rjette@franklinma.gov](mailto:rjette@franklinma.gov)
- All recreation programs will be canceled through June 30th. Residents have the option to choose a credit for a future program or a refund.
- Visit the recreation website at [www.franklinma.gov/recreation-department](http://www.franklinma.gov/recreation-department) for questions or to register for future programs, including plans for Summer Camps beginning in July.

## **Franklin Public Schools**

- Residents can call 508-553-4819 for information.
- Schools are closed for the remainder of the year per the Governor's orders.
- Please visit [www.franklinps.net](http://www.franklinps.net) for additional information.

### **Town Clerk's Office**

- The Town Clerk and staff are working in the Municipal Building, however, the office is not open to the public. The drive through window will be open regular business hours.
- Residents can call 508-520-4900 for information or questions.
- For Vital Records requests, contact the [Town Clerk's office](#) or you can apply for them online through <https://franklinma.viewpointcloud.com/categories/1075>
- Deadline for Dog Licensing is POSTPONED until July 1st. All service can be done online through our online portal:  
<https://franklinma.viewpointcloud.com/>
- The top dog contest has also been extended until July 1st.

### **Treasurer/Collector**

- Residents can call 508-520-4950 with any questions or requests. Please contact the Town [Treasurer-Collector](#) directly a [kbertone@franklinma.gov](mailto: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](mailto:dkurtz@franklinma.gov)
- Visit the Veterans' Services website at [www.franklinma.gov/veterans-services](http://www.franklinma.gov/veterans-services) for information