

Town of Franklin

355 East Central Street
Franklin, Massachusetts 02038-1352



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

OFFICE OF THE TOWN ADMINISTRATOR

Updated: May 8, 2020 5:00 PM

Town Department Re-entry Update

Based on the escalating global COVID-19 pandemic and Governor Baker's most recent Executive Orders, the Franklin Town and School Administration offices, as well as all Franklin public buildings will be closed to the public and most employees through May 18th, 2020. We are following the guidance coming from Governor Baker. We are working on a measured plan to initiate baby steps toward re-opening limited services that cannot be performed remotely, while keeping the safety of our employees and community at the forefront.

On May 11th, the following departments will be re-opening with limited staff and services as an initial phase in. Careful decision-making and return to work procedures will take place in the coming weeks, with safety as the top priority.

- The drive through window at the Municipal Building will be re-opening for service on May 11th for regular business hours. The window will serve as the point of contact for all 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.minlib.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](#) will begin with a soft opening on May 11th, with limited employees returning to work to assess and plan for the weeks ahead. Beginning May 18th, the DPW and custodial staff will be fully open, with work crews returning in one man vehicles where necessary. The DPW Administration Building will remain closed through May 18th.
- [The Senior Center](#) is aiming to develop a curbside lunch program for members to access Cafe prepared grab-and-go meals. The goal is to have this service available beginning June 1st, with the hope of adding the same service for breakfast in the future. More details will be released as they become available..
- On May 11th, we will begin a very limited phase in of staff at the Municipal Building. The building will not be open to the public.

- [The Recycling Center](#) is currently open regular business hours, with the addition of noon - 3pm on Thursday May 14th for yard waste only. Beginning May 18th, the Recycling Center will be 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 playgrounds will be closed to the public. [Nature trails](#) are OK to use.
- 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 the Municipal Building and most other departments are closed for direct, in-person service, staff will be available for all regular business activities via phone, email and our online services center at 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 will be reopening on May 11th for 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 the 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 or 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

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 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
- 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 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. 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 or Amy Love at alove@franklinma.gov.

Comptroller/Finance

- Staff is working remotely. Please email Finance Director, Chris Sandini, for direct service at 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 before submitting a new application.
- For filing a Notice of Intent, please email an electronic copy of the application to (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
- 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.
- Open burning permits are no longer available. Expired May 1st.
- Inspections of properties will be suspended through May 18th, 2020 to prevent further transmission of the virus. 26F inspections have been waived for 90 days after the state of emergency is rescinded. We will not be conducting any until further notice. Please email 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
- 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
- Sign up for Job Opportunities Email List [here](#).
- Please send emails to kbratt@franklinma.gov

Library

- Residents can call 508-520-4941 for information and visit the website: www.franklinma.gov/franklin-public-library
- The Library will be reopening with a skeleton crew for remote material ordering on May 11th. No contact pick up and drop off will be available 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](#) will have a soft opening on May 11th and crews will be working independently following employee safety guidelines. A full opening is scheduled for May 18th. 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
- 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
- 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 .

Recreation

- **Recreation facilities are CLOSED until further notice (parks, playgrounds, etc...)**
- Residents can call 508-613-1666 for information or email 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 for questions or to register for future programs.

School

- 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 for additional information.

Town Clerk's Office

- The Town Clerk and staff will be working in the Municipal Building beginning on May 11th. 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 any URGENT vital records requests you can contact the [Town Clerk's office](#) and they will work with you on a case-by-case basis, or you can apply for them online through <http://bit.ly/vitalchek>
- 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 for the best customer service during this time.
- While the drive-through window will re-open May 11th 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