



## City Buildings Update June 15, 2020

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In light of the COVID-19 pandemic and in an effort to ensure the health and wellness of all employees and residents, all Everett City Hall departments will continue to offer services virtually for the foreseeable future. Please visit the City website (<http://www.cityofeverett.com/>) for more details.

All bill payments must be submitted online via the City of Everett's website, sent via US post mail, or placed unstamped into one of the City's conveniently located drop boxes. These boxes are clearly labeled and located in the front, rear, and side of Everett City Hall. Additionally, residents can make payments over the phone by calling 311. **No cash payments will be accepted.**

For those who are unable to connect with us virtually, there will be a customer service window at the back entrance of City Hall. This window will be open normal City Hall hours (Monday/Thursday 8AM-7:30PM Tuesday/Wednesday 8AM-5PM). The staff at the window will be able to process cashless payments, deliver records, receive building permits, and other city hall services.

The following is a list of City departments, their contact information, and the services we are virtually providing. As a reminder, 311 can be called within City limits 7 days a week for all of your needs. If dialing 311 does not connect you to Everett's system, please dial 617-394-2270.

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### **Constituent Services/311 /Parking - [311@ci.everett.ma.us](mailto:311@ci.everett.ma.us)**

Director - Chad Luongo [Chad.Luongo@ci.everett.ma.us](mailto:Chad.Luongo@ci.everett.ma.us) | dial:311

- Constituent Services will remain fully operational and staffed Monday and Thursday 8am-5pm, Tuesday and Wednesday 8am-5pm, and Friday, Saturday, and Sunday 8am-8pm. We are responding to constituents' issues as they arise during this time and coordinating with the proper departments to ensure that their issues are dealt with timely and properly.
  - The Parking Department offers virtual hearings for ticket appeals. Hearing request forms can be downloaded online at the City of Everett website under the parking tab - (<http://www.cityofeverett.com/DocumentCenter/View/3371/Hearing-Request-Form>).
  - Those seeking to purchase trash stickers must do so by calling 311. Payments will be taken over the phone prior or money order will be accepted upon receipt of sticker.
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### **Department of Planning & Development – [planning@ci.everett.ma.us](mailto:planning@ci.everett.ma.us)**

Director of Planning & Development, Tony Sousa, [tony.sousa@ci.everett.ma.us](mailto:tony.sousa@ci.everett.ma.us) | 617-394-2245.

- The Department of Planning & Development is responding to all emails, calls and mail. With respect to meetings of Boards and Commissions (Planning Board, Conservation Commission, Cultural Council, & Everett Redevelopment Authority), please visit the city’s website for upcoming meetings and updates.
- Staff contact information for boards, commissions, programs, and services are listed below. Application forms, fee schedules and meeting calendars are available on the Department’s webpage (<http://www.cityofeverett.com/220/Planning-Development>).

Please contact staff below for additional information or with any questions.

○ **BOARDS & COMMISSIONS**

▪ **Planning Board:**

- Shane O’Brien: 617-944-0236, email: [shane.o'brien@ci.everett.ma.us](mailto:shane.o'brien@ci.everett.ma.us)

▪ **Conservation Commission:**

- Rachel Kelly: 617-394-5004, email: [rachel.kelly@ci.everett.ma.us](mailto:rachel.kelly@ci.everett.ma.us)

▪ **Everett Redevelopment Authority:**

- Tess Kohanski: 617-944-0255, email: [tess.kohanski@ci.everett.ma.us](mailto:tess.kohanski@ci.everett.ma.us)

▪ **Everett Cultural Council:**

- Maria Josefson: 617-544-6032, email: [maria.josefson@ci.everett.ma.us](mailto:maria.josefson@ci.everett.ma.us)

○ **PROGRAMS AND SERVICES**

▪ **Housing Rehabilitation Program, & CDBG:**

- Diane Hansen: 617-542-3300 ext. 301, email: [dhansen@cogincorp.com](mailto:dhansen@cogincorp.com)

▪ **Economic Development:**

- Tess Kohanski: 617-944-0255, email: [tess.kohanski@ci.everett.ma.us](mailto:tess.kohanski@ci.everett.ma.us)

▪ **Transportation:**

- Jay Monty: 617-544-6033, email: [jay.monty@ci.everett.ma.us](mailto:jay.monty@ci.everett.ma.us)

▪ **Geographic Information System (GIS):**

- Maria Josefson: 617-544-6032, email: [maria.josefson@ci.everett.ma.us](mailto:maria.josefson@ci.everett.ma.us)

▪ **Vendors, Records, and General Inquiries:**

- Jeannie Vitukevich: 617-394-2334, [jeannie.vitukevich@ci.everett.ma.us](mailto:jeannie.vitukevich@ci.everett.ma.us)

**Assessor’s Office – [assesors@ci.everett.ma.us](mailto:assesors@ci.everett.ma.us)**

City Assessor, Bernard Devereux, [bernard.devereux@ci.everett.ma.us](mailto:bernard.devereux@ci.everett.ma.us) | 617-394-2205

- The Assessor’s Office is providing all of its normal functions, including motor vehicle excise tax abatements and processing residential and personal real estate exemptions. We will be mailing out FY 2021 personal real estate exemptions (veterans, elderly, blind, etc.) in July to all people who received them in FY 2020.
- Personal exemptions MUST be reapplied for every year. If you have changed the deed to your home in any way during 2019 you may need to reapply for the residential exemption. Please call or email with any questions.
- Forms typically provided by the Assessor’s Office, including but not limited to various exemption forms, change of address forms, and abatement forms will be available at the customer service window. Completed forms can be left in the City Hall drop box located in the City Hall parking lot, post mailed to City Hall at 484 Broadway, Everett, MA 02149, or dropped off at the customer service window.

**Engineering Office (617) 394 -2251 – [engineering@ci.everett.ma.us](mailto:engineering@ci.everett.ma.us)**

Greg St. Louis, PE – Engineering Director, [greg.stlouis@ci.everett.ma.us](mailto:greg.stlouis@ci.everett.ma.us) | 857.363.1907

Julius O’Furie – City Engineer, [Julius.ofurie@ci.everett.ma.us](mailto:Julius.ofurie@ci.everett.ma.us) | 617.908.8534

- We continue to supervise ongoing construction projects throughout the City. We are advancing the design and permitting of capital construction projects to improve coastal resiliency, reduce flooding risks, and improve both roadways and utilities. We are reopening construction along the Massachusetts guidelines in a Phased Approach and continue to accommodate individual projects on a case-by-case basis with individual contractors and constituents. We are working both in the office and in the field during this pandemic with ongoing phone and email access and can meet outside on site to discuss construction projects as needed with contractors and constituents to discuss permits and paperwork. COVID-19 Permit Riders required with street opening/trench permits.

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**Department of Public Works (617) 394- 2270 or call 311 – [311@ci.everett.ma.us](mailto:311@ci.everett.ma.us)**

Greg St. Louis, PE – Public Works Director, [greg.stlouis@ci.everett.ma.us](mailto:greg.stlouis@ci.everett.ma.us) | 857.363.1907

Watchmen (3PM -11PM) – 617.594.0601

Kevin Noonan – Operations Manager – [kevin.noonan@ci.everett.ma.us](mailto:kevin.noonan@ci.everett.ma.us) | 617.293.6344

- Department of Public Works is responsible for a variety of City services including the collection, transportation, and disposal of solid waste, snow removal, plowing and sanding, street sweeping, upkeep and repairs to sidewalks and streets, maintenance of parks and playgrounds, city-wide tree maintenance and planting, anti-graffiti efforts, pavement marking maintenance, signage and traffic signalization, storm water system maintenance and drainage repairs, and the maintenance of Glenwood Cemetery.
- All parks throughout the city are currently open. We ask all residents to social distance and wear a mask when social distance cannot occur. DPW is installing hand sanitizers at park locations.
- While *Cemetery Interment Services Continue* to operate, we ask that parties limit attendance to family only in accordance with the restrictions on gatherings of less than 10 individuals. The City has suspended pallbearing services until further notice.
- The Sanitation Division continues to operate per usual scheduling. Bulk items may continue to be coordinated with the 311 office.
- Street sweeping is ongoing. We continue to accommodate residents that need to work at home through June and July with the suspension of ticketing and towing. We ask all constituents to continue to move their vehicles so that we may keep our streets clean and prevent additional trash and debris from causing flooding and polluting our rivers and streams.
- We continue to work closely with the *Mayor’s 311 Office* on City-wide work orders regarding potholes, trash and recycling, trees, and sidewalks.

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**Everett Fire Department**

Fire Chief, Anthony Carli, [Tony.carli@cityofeverett.org](mailto:Tony.carli@cityofeverett.org) | 617-394-2349 non-emergency

Administration Deputy Fire Chief, Michael Imbornone | [Michael.Imbornone@cityofeverett.org](mailto:Michael.Imbornone@cityofeverett.org)

Fire Prevention Deputy Fire Chief, Scott Dalrymple | [Scott.dalrymple@cityofeverett.org](mailto:Scott.dalrymple@cityofeverett.org)

- The Everett Fire Department continues to respond to any and all emergencies 24/7 with our emergency personnel ready to assist citizens. Our Fire Prevention division continues to conduct

critical inspections and will permits remotely. If anyone has a Fire Prevention question about what we can or cannot perform, I encourage them to reach out to our non-emergency number listed above. We are also working with the City's Facilities Maintenance division to formulate a strategic approach to sanitize all of the City's buildings before resuming regular operations.

- We currently are accepting permit applications via email and USPS mail. The payments are usually mailed to us for processing. (July 1<sup>st</sup> is our goal to have online permitting)
- Any service that cannot be done virtually/online, such as Inspections, are still completed in the field with proper COVID-19 precautions taken.
- The customer service window will be equipped with paper applications for permits as well as informational documents on frequently asked questions (ex. Smoke alarm and CO alarm placement, fire pit or BBQ requirements, etc.) Any papers and/or payments that are received at the window will be retrieved by a member of the Fire Prevention office daily.

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**Treasurer/Collectors Office** – [payments@ci.everett.ma.us](mailto:payments@ci.everett.ma.us)

Rocco Pesce, City Treasurer [rocco.pesce@ci.everett.ma.us](mailto:rocco.pesce@ci.everett.ma.us) 617-394-2315

Andrea Romboli, City Collector [andrea.romboli@ci.everett.ma.us](mailto:andrea.romboli@ci.everett.ma.us) 617-394-2243

Sam Spina, Assistant Treasurer - [sam.spina@ci.everett.ma.us](mailto:sam.spina@ci.everett.ma.us)

- The Treasurer/Collectors office is offering online bill pay via the City of Everett website. If you are unable to do this online you may submit your payments via the drop box outside City Hall, send via post mail, or dropped off at the customer service window.

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**Inspectional Services Department** – [permitting@ci.everett.ma.us](mailto:permitting@ci.everett.ma.us)

Director - James Soper [james.soper@ci.everett.ma.us](mailto:james.soper@ci.everett.ma.us) | 617-394-2222

**Building, Plumbing, Electrical, Gas Permits**

All are available online at <http://www.cityofeverett.com/586/Online-Permitting>

- **Building Permits:**  
Michael Desmond [Michael.Desmond@ci.everett.ma.us](mailto:Michael.Desmond@ci.everett.ma.us) (617-394-2222)  
Martin Furtado [Martin.Furtado@ci.everett.ma.us](mailto:Martin.Furtado@ci.everett.ma.us) (617-394-2265)  
Robert Scott [Robert.Scott@ci.everett.ma.us](mailto:Robert.Scott@ci.everett.ma.us) 617-394-2422
- **Plumbing and Gas permits:**  
Donna Lento [Donna.Lento@ci.everett.ma.us](mailto:Donna.Lento@ci.everett.ma.us) 617-394-0235
- **Electrical Permits:**  
Laurie Flagg [Laurie.Flagg@ci.everett.ma.us](mailto:Laurie.Flagg@ci.everett.ma.us) 617-394-2221
- **Zoning Inquiries and Determinations**  
For questions regarding zoning contact James Soper:  
[james.soper@ci.everett.ma.us](mailto:james.soper@ci.everett.ma.us) 617-394-2224
- **Habitability Certificates**  
Available online at: <http://www.cityofeverett.com/586/Online-Permitting>

For questions contact Linda Yebba [Linda.Yebba@ci.everett.ma.us](mailto:Linda.Yebba@ci.everett.ma.us) 617-394-2249

- **Food & Milk Licenses**

Available online at: <http://www.cityofeverett.com/586/Online-Permitting>

For questions contact Donna Lento [Donna.Lento@ci.everett.ma.us](mailto:Donna.Lento@ci.everett.ma.us) (617-394-0235)

For questions contact Annette DeBilio [annette.debilio@ci.everett.ma.us](mailto:annette.debilio@ci.everett.ma.us) (617-394-0211)

For questions contact Louis Staffieri [Louis.Staffieri@ci.everett.ma.us](mailto:Louis.Staffieri@ci.everett.ma.us) (617-394-2338)

- **Liquor Licensing**

Available online at: <https://www.mass.gov/orgs/alcoholic-beverages-control-commission>

For questions contact Annette DeBilio [annette.debilio@ci.everett.ma.us](mailto:annette.debilio@ci.everett.ma.us) (617-394-0211)

- **Housing Complaints**

To file a housing complaint or questions contact:

Frank Nuzzo [Frank.Nuzzo@ci.everett.ma.us](mailto:Frank.Nuzzo@ci.everett.ma.us) 617-394-2220

Linda Yebba [Linda.Yebba@ci.everett.ma.us](mailto:Linda.Yebba@ci.everett.ma.us) 617-394-2249

### **Zoning Board of Appeals**

For questions contact Roberta Suppa [rsuppa@ci.everett.ma.us](mailto:rsuppa@ci.everett.ma.us) 617-394-2498

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### **Purchasing Department – [purchasing@ci.everett.ma.us](mailto:purchasing@ci.everett.ma.us)**

Rob Moreschi, [Robert.moreschi@ci.everett.ma.us](mailto:Robert.moreschi@ci.everett.ma.us) | 617-294-913

- The Purchasing Department continues to approve all purchase orders needed to issue payment to vendors who have previously provided services and require payment to the City of Everett. The bid opening process is under evaluation due to the fact that the opening of bids require the process to be public. Any new bids will be evaluated on a case-by-case basis to determine the priority and process. There will be no interruption to the process of getting contracts signed, where needed, due to the fact that we have moved to an electronic signature platform called DocuSign.
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### **Health Department – [health@ci.everett.ma.us](mailto:health@ci.everett.ma.us)**

Director Health and Human Services Jerry Navarra [Jerry.Navarra@ci.everett.ma.us](mailto:Jerry.Navarra@ci.everett.ma.us) 617-784-7718

Public Health Nurse – Sabrina Firicano – [sabrina.firicano@ci.everett.ma.us](mailto:sabrina.firicano@ci.everett.ma.us) | 857-888-0723

- The Health Department has been working very closely with the Massachusetts Department of Public Health to monitor residents that have been exposed to COVID-19. If you feel sick with a fever or dry cough, or other flu-like symptoms, call your primary care provider. Always tell your medical provider if you have been in contact with someone with a confirmed or suspected case of COVID-19. Cambridge Health Alliance patients in regards to Drive-Thru Testing [https://www.challiance.org/about/newsroom/cambridge\\_health\\_alliance\\_to\\_provide\\_covid19\\_test\\_1178](https://www.challiance.org/about/newsroom/cambridge_health_alliance_to_provide_covid19_test_1178)
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**Veterans Services Department** – [veterans@ci.everett.ma.us](mailto:veterans@ci.everett.ma.us)

Jeanne M. Cristiano, Director of Veterans Services, [Jeanne.cristiano@ci.everett.ma.us](mailto:Jeanne.cristiano@ci.everett.ma.us) | 617-394-2321

- The Veterans Services Department will continue to respond electronically as well as via telephone to any requests from Veterans and families of Veterans for M.G.L. Chapter 115 Assistance, requests from Veterans and families of Veterans seeking assistance in applying for Federal VA Benefits, such as service connected compensation, non-service connected pensions, Aid and Attendance Pensions, etc. The Veterans Services Department will also have the capacity to meet on a case by case basis by appointment only via zoom as well as in person via established social distancing guidelines. All Veteran related correspondence can be dropped at the office location at 90 Chelsea Street via the secure drop box at the front entrance.
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**The Connolly Center**

Program Coordinator – Dale Palma [Dale.Palma@ci.everett.ma.us](mailto:Dale.Palma@ci.everett.ma.us) | 617.394.2323

- The Connolly Center is responding to calls and assessing the immediate needs of our seniors. In conjunction with Administration, they are predominately operating as a hub for food distribution for our community.
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**Everett Public Libraries** – [libraries@ci.everett.ma.us](mailto:libraries@ci.everett.ma.us)

Library Director, Matthew Lattanzi – [Matt.Lattanzi@ci.everett.ma.us](mailto:Matt.Lattanzi@ci.everett.ma.us) | 617-944-0206

During this time, patrons will not be allowed inside either the Parlin or Shute Libraries. However, we have established a “Library-to-Go” program that has been up and running as of June 8. Patrons will be allowed to reserve materials (books, DVDs, video games, magazines, etc.) through the following 3 options:

By phone (Parlin – 617-394-2300 ; Shute – 617-394-2308)

By email ([ParlinInfo@noblenet.org](mailto:ParlinInfo@noblenet.org) ; [ShuteInfo@noblenet.org](mailto:ShuteInfo@noblenet.org))

Online (visit [HTTP://EVERGREEN.NOBLENET.ORG/](http://EVERGREEN.NOBLENET.ORG/), choose Everett Public Libraries from the Dropdown Menu, browse the libraries’ collections, and place a hold).

Once a hold is placed, Library staff will go into the stacks to fill the orders and will place bundled materials together in a paper bag. All reservations must be done in advance and no requests can be made at the Library itself. Patrons will be notified when they can come to pick up the materials – Patrons will have the option to choose the medium by which they are contacted, be it via email or by phone call. A staff member will write the patron’s first initial and last name on the bag, give a time window to the patron for pickup, and will place the bag on a table in the first floor atrium of each Library.

Once a patron is ready to return the items, they must do so through our book drops, which are accessible from outside the buildings. At the Parlin, the book drop is affixed to the wall to the right of the first floor entrance. At the Shute, the book drop is a free-standing structure to the left of the main entrance. The materials are cleared out daily and set into groups. Because the virus can survive on various materials/surfaces such as paper and plastic, we will “quarantine” items as they are returned for 72 hours. While this may cause minor delays for the availability of returned-items, the safety of our staff and patrons is our top priority during this time.

We will continue to encourage our patrons to utilize our online resources if possible. Many of our books can be accessed online as Kindle/E-book downloads.

***What else is the Library offering in addition to the Library-to-Go while our physical buildings are closed?***

- Patrons can still access our Overdrive system (<https://noble.overdrive.com/>) where they can access the entire North of Boston Library Exchange (NOBLE) collection of e-books and audio books. When a patron wishes to choose a title, they simply click on the "Borrow" link. When they are directed to sign-in, they need to click on the "NOBLE Library Patrons" option from the drop-down menu (the first option) and input their Everett Public Libraries card number, which can be found on the back of their physical Library Card.
- Patrons can access many of our online databases (<https://www.noblenet.org/everett/dbases.html>) while the buildings are closed.
- For those who do not currently have a Library Card for the Everett Public Libraries but wish to access Overdrive, The Boston Public Libraries enables any person who lives in or owns property in Massachusetts to register for an e-card from BPL by following this link: <https://www.surveygizmo.com/s3/4197886/eCard-Registration>. By registering, Patrons will also be given access to BPL's other online resources.
- There are many resources that can be utilized during this time outside of the Library which foster the goal and vision we at the Everett Public Libraries hold of "instill[ing] a love of reading and learning in children and adults by providing access to the world of ideas and information." Below, please find a couple links that will assist us to achieve this goal during these difficult times.
  - <https://bookriot.com/2020/03/16/kidlit-authors-stepping-up-during-the-covid-19-crisis-and-quarantine/> - This website provides a few methods for people, particularly children, to stay engaged while they are kept home from school. Some links will bring you to children's authors reading their books on their YouTube or Instagram pages and others provide for more hands-on engagement such as drawing lessons and art-and-crafts ideas.
  - <https://www.tumblebooklibrary.com/Default.aspx?ReturnUrl=%2f> - TumbleBooks offers online databases which patrons can use from the safety of their own homes. Catered to children, some of their offerings include animated talking picture books, read-alongs, E-books, quizzes, lesson plans, and educational games which are used in schools and libraries in over 100 countries around the world. Click on the links below to directly access each of their databases, with requisite log-in credentials already inputted for our Patrons
    - <https://www.tumblemath.com/autologin.aspx?U=tumble2020&P=A3b5c6> – K-6 math E-book database
    - [https://www.tumblebooklibrary.com/auto\\_login.aspx?U=tumble735&P=books](https://www.tumblebooklibrary.com/auto_login.aspx?U=tumble735&P=books) – K-6 children's E-book database
    - <https://www.teenbookcloud.com/autologin.aspx?U=tumble2020&P=A3b5c6> – Grades 7-12 E-book database
    - <https://www.audiobookcloud.com/autologin.aspx?U=tumble2020&P=A3b5c6> – all ages audiobook database

Sergio Cornelio, City Clerk. [City.clerk@ci.everett.ma.us](mailto:City.clerk@ci.everett.ma.us) | 617-394-2225

- The City Clerk's office is currently operating at full capacity. The office has all staff answering resident' and business' calls. The City Clerk's office is providing all usual services, i.e. registering births, deaths and marriages, registering business' (DBA Certificates), licenses, permits, notary services, oaths, ice cream truck permits, constable applications, FOIA requests, claims, planning and zoning application filings, and all other documents and services that were provided by the City Clerk's office prior to COVID-19.
- All customers are asked to call ahead if possible to help expedite their request, especially if you are trying to obtain a Vital Record (birth, death or marriage) and license and permits so that the Clerk's office can get the record ready for the customer to pick up at the service window located in the back of City Hall attached to the City Clerk's office or so that the Clerk's office can mail out the document if an online payment has been made. The Clerk's office is also requesting that any and all payments be made prior to coming to the office via credit card or check to ensure expedited service.