



**Manager's Memorandum
Selectboard Meeting
July 21, 2026**

To: Selectboard
From: Tony Ward, Town Manager
Date: 07-16-2026
Re: Selectboard meeting 07-21-2026

Below are notes for agenda items for July 21, 2026, meeting

5. Managers' Update

- A.** Following up on the discussion at Town Meeting regarding animal control (ACO) calls for service, the Town requested call volume data from Cumberland County Regional Dispatch to better understand demand for dispatch services. The data shows that Casco and Raymond generated a combined total of 405 calls for ACO service during the reporting period, with Casco accounting for 195 calls and Raymond accounting for 210 calls.

By day of the week, call activity was highest on Monday and Tuesday, each with 68 calls (16.8%), followed by Wednesday with 65 calls (16.0%), Thursday with 61 calls (15.1%), Saturday with 57 calls (14.1%), Friday with 52 calls (12.8%), and Sunday with 34 calls (8.4%).

Monthly call volumes were also relatively consistent throughout the fiscal year, with the highest activity occurring in July (56 calls, 13.8%) and June (53 calls, 13.1%), followed by August (49 calls, 12.1%). Mid-level activity occurred during October and May (34 calls each, 8.4%), December (33 calls, 8.1%), and September (32 calls, 7.9%). Lower call volumes were recorded in November (27 calls, 6.7%), March and April (25 calls each, 6.2%), January (19 calls, 4.7%), and February (18 calls, 4.4%). Overall, the data demonstrates that dispatch demand remains relatively steady throughout the year, with modest increases during the summer months and during the beginning of the fiscal year.

Hourly trends indicate that call volume is concentrated during normal daytime and early evening hours, with the busiest period occurring between 8:00 a.m. and 6:00 p.m., when 326 calls (approximately 80% of all calls) were received. The single busiest hour was 12:00 p.m. (36 calls), followed by 1:00 p.m. (32 calls) and 8:00 a.m., 3:00 p.m., and 5:00 p.m. (31 calls each). Overnight activity was comparatively light, with only 21 calls

recorded between midnight and 6:00 a.m. These statistics provide a clearer understanding of when animal control officer demand is greatest.

- B. Glidden Excavation has completed the roadway preparation, including the excavation, culvert improvements, and shim course paving on both Ward Circle and Hams Hill Road. The contractor is scheduled to place the final asphalt surface course on these roads on July 20 and 21. In addition, Glidden Excavation will apply a shim coat to Raymond Cape Road during the same timeframe in preparation for its final paving work.
- C. The work group established to develop an informational event to educate the public about the Town's boards, committees, and departments held its first meeting. The discussion focused on creating an educational event that would highlight the responsibilities and roles of the various boards, committees, and municipal departments while also providing an opportunity to hold a community event for residents enjoyment. The group has tentatively scheduled the event for September 26, with a rain date of September 27, and is currently considering Casco Community Park as the venue. The work group is still seeking a Selectboard member to serve as a volunteer participant in the planning process.
- D. On July 20, the Town's IT vendor installed four wireless access points to provide community Wi-Fi service at the Casco Community Center. Two indoor access points were installed within the building—one in the large meeting room and one in the hallway near the front entrance. Two additional outdoor access points were installed on the Casco Days Park side of the building to provide wireless coverage for outdoor activities and events.

The indoor access points each provide coverage for approximately 5,000 square feet and are capable of supporting more than 300 concurrent users. The outdoor access points each provide coverage for approximately 1,500 square feet and can also accommodate more than 300 concurrent users, ensuring reliable connectivity for both indoor and outdoor public use.

- E. The Fire Department's forestry truck sustained significant damage while assisting the Town of Otisfield with a five-acre wildfire on July 12. During the response, the welds securing the truck bed to the frame failed, resulting in the bed completely separating from the chassis. At this time, the vehicle is being evaluated to determine the extent of the damage. There is currently no estimate for the cost of repairs or the anticipated timeline for returning the apparatus to service. Staff will provide additional updates as more information becomes available.

On-Going Business

- 6. **The Selectboard will consider updating the following policies Community Center Facility Use and Collection of Emergency Medical Service Fees**
Included in the Selectboard packet are proposed versions of the two policies listed for review.

The Emergency Medical Services Fee Policy has been reviewed by the Fire Department, and staff is comfortable with the current draft. Chief Cole will be present to answer any questions related to the policy. Following public discussion, staff believes the policy is ready for Selectboard consideration and approval.

The second policy, regarding the Use of the Community Center, had minor modifications were made to the original proposed policy after staff completed its review. The policy was also reviewed by legal counsel, who provided guidance on language related to insurance requirements, staff oversight of kitchen use, and reimbursement for damage caused to the building or Town-owned equipment.

7. The Selectboard will consider their assignments as liaisons to committees & boards.

At the July 7, 2026, Selectboard meeting, the Board requested additional discussion regarding the appointment of Selectboard liaisons to the Town's committees and work groups for FY27.

For reference, the FY26 liaison assignments were as follows: Robert MacDonald served as the liaison to the Comprehensive Plan Implementation Committee and the Casco-Naples Transfer Station Council; Scott Avery served as the liaison to the Water Quality Committee; Eugene Connolly served as the liaison to the Veterans Committee; and Grant Plummer served as the liaison to the Casco Village Work Group. During FY26, no Selectboard liaison was assigned to either the Safe Streets Committee or the Open Space Commission.

Additionally, with the establishment of the Casco Public Library Board of Trustees, the Selectboard will need to appoint a liaison to the Library Board of Trustees for FY27.

The Selectboard should discuss whether it wishes to maintain the existing liaison assignments or make changes for FY27. Once consensus is reached, the FY27 liaison assignments can be confirmed and communicated to the respective committees, boards, and work groups.

New Business

8. The Selectboard will receive Public Work-related updates from Mike Genest.

The Public Works Department, with the assistance of area contractors, has recently completed several roadway and facility improvement projects while continuing preparations for upcoming summer maintenance work.

On Birch Terrace, crews replaced a failed culvert, repaired the cul-de-sac turnaround, and restored the roadway surface with new pavement. On Mayberry Hill Road, contractors completed ditching operations, reshaped road shoulders to improve drainage, replaced a driveway culvert, and cleaned all cross culverts along the roadway to enhance stormwater flow.

In preparation for Casco Days at the Casco Community Center, Public Works has been focused on improving the appearance of the grounds. Work has included cleaning the

parking lot, installing new sod, replacing bark mulch in landscaped areas, pruning trees, shrubs, and bushes, and completing weed trimming around all municipal facilities prior to the event.

Upcoming roadway maintenance will focus on Quaker Ridge Road, where crews will perform ditching, reshape shoulders, and clean culverts in multiple sections, including from Route 11 to the funeral home, from Red Oak Ridge to Mitchell Road, and from Windy Acres to the Q5 area. Crews will also complete the remaining ditching work on Johnson Hill Road to improve drainage and extend the life of the roadway. Similar maintenance is scheduled for Sunny Hill Road (Moose Run), where crews will repair winter plow damage on recently improved sections and complete ditching, shoulder reshaping, and culvert cleaning from 45 Sunny Hill Road to the turnaround.

Poirier Painting is scheduled to complete the Town's annual pavement marking program during the last week of July. The work was originally anticipated to occur earlier in the season but has been delayed due to scheduling challenges experienced by the contractor. Once completed, centerline striping will be installed on Quaker Ridge Road, Libby Road, Brown Avenue, Raymond Cape Road, Tenney Hill Road, Leach Hill Road, Heath Road, Mayberry Hill Road, and Point Sebago Road. In addition, edge striping will be completed on Quaker Ridge Road, improving roadway visibility and enhancing safety for motorists.

Additionally, Public Works is obtaining cost estimates for paving improvements at several municipal locations, including the entrances to Pine Hill, Tarklin, and the area surrounding the fuel pumps at the Central Fire Station. These improvements will help preserve pavement conditions and improve access to these facilities.

Workshop

10. The Selectboard will conduct a workshop regarding the remote meeting policy.

At its June 16, 2026, meeting, the Selectboard requested that a discussion regarding a remote meeting policy be scheduled as a workshop item for this meeting.

Included in the Selectboard meeting packet are the Town's current Remote Meeting Policy and a draft Remote Meeting Policy developed specifically for the Selectboard's consideration. The workshop is intended to provide an opportunity for the Board to review and discuss the proposed policy and provide directions as appropriate.