



CITY OF SOUTH PORTLAND

P. O. Box 9422
25 Cottage Road
South Portland, ME 04116-9422

EXECUTIVE
DEPARTMENT

James H. Gailey
City Manager

November, 2012

Welcome New South Portland Neighbor,

On behalf of the City Council and the employees of the City of South Portland, I would like to extend to you a warm welcome to our city. We are very proud of the high level of services and excellent schools here in South Portland. We are committed to providing quality municipal services, while keeping taxes at a predictable and stable level.

This guide provides information about many of the services offered by the City of South Portland, as well as a directory of frequently called phone numbers. Additionally, you may want to visit the City's website at www.southportland.org and sign up for the electronic community newsletter for bi-weekly updates on City activities. I hope this information assists you in familiarizing yourself with all South Portland has to offer.

I invite you to visit City Hall, attend a City Council meeting, and let me know if I can be of any further assistance in helping you become an active citizen in our community.

Again, welcome to our great community!

Warm regards,

James H. Gailey
City Manager

Homeowner’s Guide to City Services

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ASSESSOR'S OFFICE

41 Thomas Street

767-7604 - Telephone

347-3062 - Fax

Monday-Friday 8:00 a.m. - 4:30 p.m.

The Assessor's Office is responsible for the valuation of all property in South Portland, both real estate and equipment used by businesses in the City, with a combined valuation of over three and one half billion dollars.

The Assessor's Office is a clearinghouse of information for property owners, title companies, real estate brokers, attorneys and appraisers, and other City departments. It maintains historical and current data on each property, such as ownership, parcel boundaries, inventories of land and structures, property characteristics and exemptions for institutions and individuals such as veterans, blind, and the homestead exemption. Most of our property information is available to the public on the internet at www.southportland.org. click on "Assessor's Database" and " Web GIS Viewer".

The following information and forms are available in the Assessor's Office:

- Homestead Exemption
- State Tax and Rent Refund Program
- Veteran's and Blind Exemptions
- Property Cards
- Deeds and historical property information
- Tax maps
- Property sales information

CITY CLERK

City Hall - 25 Cottage Road

767-7601 - Telephone

767-7620 - Fax

Monday-Friday 8:00 a.m. - 4:30 p.m.

Thursday evenings until 6:30 p.m.

The City Clerk's office is responsible for keeping and providing copies of all City records and issuing licenses and permits and organizing elections. The staff also posts all material provided to the City Council for meetings and workshops on the City web site. This information is available to the public from the web site under *Agendas-Council* in the left sidebar menu at www.southportland.org.

The City Clerk's office provides for:

- Marriage Licenses
- Birth, Marriage and Death Certificates
- Dog Licenses
- Business and Miscellaneous Licenses
- Marriage Ceremonies
- Hunting /Fishing Licenses
- Voter Registration
- Election Administration
- Garage Sale Permits
- City Ordinances

As Election information becomes available it is also posted to the City web site. Voters can check the City Clerk page under City Departments for sample copies of ballots, polling locations, instructions for absentee voting, accessible voting equipment and other important election information. Residents without access to a computer are welcome to call the office and request information outlined above be mailed to them. All polling places are fully accessible. Any South Portland resident registered to vote may vote absentee by visiting the office during regular business hours or by calling the City Clerk's office. Absentee ballots usually become available 30 to 45 days prior to the election. Current identification and proof of South Portland residency are required at time of registration.

New residents are invited to call or stop in the Clerk's Office to obtain maps of the Greenbelt Walkway, the latest South Portland Parks and Recreation Guide, Transfer Station fees and schedule, Bus Schedules,

and other useful information. Residents are also invited to receive a bi-monthly e-newsletter with information on local events and reminders. Click on E-Newsletter in the left menu bar of the Home Page of the website.

One way to serve your community is to volunteer to be on one of the boards or commissions in the City. It is a wonderful opportunity to make contact with other civic-minded individuals and to be able to make a positive impact in the municipality. Please consider submitting an application. On the City web site click on the Boards menu in the left side bar for an application or to learn more about city boards and commissions please call the City Clerk at 767-7601.

FINANCE DEPARTMENT

City Hall - 25 Cottage Road

767-7612 - Telephone

767-7620 - Fax

Monday-Wednesday 8:00 a.m. - 4:30 p.m.

Thursday 8:00 a.m. - 6:30 p.m.

Friday 8:00 a.m. - 4:30 p.m.

The Finance Office is made up of the four following divisions:

- Accounting / Payroll Division
- Assessor's Office
- Purchasing Division
- Treasury and Collections

The Assessor's and Treasury and Collections Offices are the two divisions providing direct services to the public. The Assessor's Office is described at the beginning of this publication.

Treasury and Collections Division

The following services and collections are provided in the Treasury and Collections Division to the public:

- Automobile Excise Tax & Registration also available on-line & www.southportland.org

- Boat Excise Tax & Renewals
Also available on-line @ www.southportland.org
- Parking Tickets
- Real Estate & Personal Property Taxes
- Sewer User Fees
- Miscellaneous Municipal Billing

These services may be done in person and re-registration may be done online. Cash, check and credit/debit cards are accepted for payment. There is a small convenience fee assessed by the vendor when paying with credit or debit.

Property Tax Payment Schedule

Property taxes are due in four quarterly installments. The payment due dates typically occur on the second or third Thursday in the following months:

- First installment.....August
- Second installment.....November
- Third installment.....February
- Fourth installment.....May

FIRE DEPARTMENT
20 Anthoine Street
207-799-3311
799-7583 - Fax
Emergency – 911

The South Portland Fire Department provides emergency response services to its citizens with full-time and part-time on-call firefighters and paramedics. The Department also serves as a State of Maine sponsored WMD / hazardous materials response team. Emergency Medical Services are provided by two ambulances staffed at the paramedic level as well as three full time fire trucks staffed with EMS personnel as well. Administrative offices for Fire, Emergency Medical Services and

Emergency Management are located at the South Portland Public Safety building located at 20 Anthoine Street.

The Department currently operates out of three fully staffed stations, Central Station located at 684 Broadway, Cash Corner at 360 Main Street, and Western Ave Station located at 34 James Baka Drive. The three call companies operate out of Willard Square, Cash Corner and Union Street.

The South Portland Fire Department on a daily basis takes an active role in our community to educate the public and prevent emergencies. Prevention is often difficult to measure; however we have seen a remarkable decrease in major fires over the past twenty years through prevention activities and increased code enforcement. We focus on several areas in an attempt to prevent injuries and accidents in our community. The first is training of our employees, to be prepared to handle all types of emergencies. The second is through public education in our community. This includes a regional juvenile fire setter program. Six years ago the department introduced the Risk Watch program into our school system. This is a child safety program developed by the National Fire Protection Association allows us to put firefighters into every first and third grade class in the city. The focus of this program is on making good, safe decisions. We conclude this program every fall with an open house and safety day at our Central Fire Station in October.

Annually the department inspects every commercial building as well as every three units and larger apartment complex in the city. All have been required to install and maintain working hard wired smoke detectors. The Deputy Fire Chief in charge of fire prevention also reviews and approves all new construction plans in the city and makes recommendations on all aspects of the construction process.

The South Portland Fire Department has evolved into an Emergency Response Team ready to handle any hazard. We have been able to take the department in several directions because of our well trained firefighters and paramedics. Due to the dedication of our staff and the continued support of our community the South Portland Fire Department is ranked by ISO (Insurance Services Office) as one of the top departments in New England.

Wood Stoves

Per City Ordinance a permit is required to install any heating device within a building. This includes woodstoves and kerosene heaters. A permit is obtained through the Code Enforcement Office. The Fire Department will assist you with interpretation of the installation requirements. An inspection is required to be conducted by the Fire Department before use of the device and the chimney. The inspection may be scheduled by contacting the Department at (207) 799-3314 x7334.

Residents are always invited to visit any of our facilities and meet the people who serve them on a daily basis.

GENERAL ASSISTANCE DEPARTMENT

City Hall – 25 Cottage Road

767-7617 Telephone

767-7620 Fax

Monday – Friday 8:00 AM – 4:30 PM – By Appointment

The City of South Portland has a statutory responsibility, per MRSA 22, Part 5, and Chapter 1161, to provide general assistance for people in need. This charge is carried out by the General Assistance Department/Social Services, which has its office on the main floor in City Hall.

This program provides confidential financial assistance to South Portland residents who are having difficulty meeting basic needs for housing, utilities, food, non-food, fuel oil, etc., as defined by local ordinance and state statute. The program is funded by local property taxes with 50% reimbursement from the state. All assistance is granted in voucher to local merchants. The city works with applicants to ensure that appropriate community referrals are made to support services.

The City is required to have someone available 24 hours a day to take applications in an emergency.

This program ensures residents have up-to date information relative to community resources, programs, seasonal resources, TANF, Food Supplements, Medical, Unemployment, Heating & Energy Assistance Program, Housing, and Government Assistance Programs. This

information is available on the city's website & in the office of General Assistance. You may schedule an appointment by calling 767-7617.

LEGAL DEPARTMENT
City Hall – 25 Cottage Road
767-7605 -Telephone
767-7629 - Fax
Monday-Friday 8:00 a.m. - 4:30 p.m.

The Legal Department is the central location where all legal issues before the City are managed and overseen. One of the great challenges in municipal law is the variety of legal subjects, especially given the limited time in which answers and solutions are needed. The Legal Department handles questions ranging from taxation to insurance, personal injury to civil rights, constitutional law to election law, administrative law to contracts, property rights to environmental law.

Activities in the Legal Department include litigation, City Council issues, advising other City departments when questions arise and liaison between the City and its insurers. While the Legal Department does not deal directly with members of the public as a significant portion of its activities, it does process insurance claims against the City by residents for damaged property, and strives to be user-friendly and responsive to citizen questions and concerns.

SOUTH PORTLAND PUBLIC LIBRARY

Website – www.SouthPortlandLibrary.com

Email – director@southportlandlibrary.com

Main Library
482 Broadway
(Access parking lot via Highland Avenue)
767-7660 -Telephone
767-7626 - Fax

Monday Closed
Tuesday 10:00 a.m. – 8:00 p.m.

Wednesday 10:00 a.m. – 6:00 p.m.
Thursday 10:00 a.m. – 8:00 p.m.
Friday 10:00 a.m. – 6:00 p.m.
Saturday 10:00 a.m. – 6:00 p.m.
Sunday Closed

Memorial Branch Library
155 Wescott Road
(across from Memorial Middle School)
775-1835 - Telephone
773-1036 - Fax

Monday 10:00 a.m. – 8:00 p.m.
Tuesday Closed
Wednesday 2:00 p.m. – 6:00 p.m.
Thursday Closed
Friday 2:00 p.m. – 6:00 p.m.
Saturday Closed
Sunday 12:00 p.m. – 5:00 p.m.

Library users frequently comment that South Portland Public Library is the area's most useful library. The library staff is happy to help you find whatever you are looking for, be it for research or for fun, for young or for old (and everything in between!) With two locations, each with its own unique personality, we are proud to be the only public library in the State of Maine to offer our community access to library services seven days a week, year-round.

Highlights of Current Services:

- Current/Popular Fiction and Non-fiction
- Extensive Collection of Films on DVD
- Audio Books
- Music CDs
- Large Print Books
- Public Use Computers and Printers for Internet, Email and Word Processing
- Photocopiers
- Search Our Catalog, Check Your Library Account and Request Items 24 Hours A Day At:

www.southportlandlibrary.com

- An Amazing Collection of Materials for Children and Young Adults
- Graphic Novels
- Outreach Services – Delivery to the Home Bound
- Convenient and Family-Friendly Weekend Hours
- Story Times, Activities and Groups for Children of All Ages
- Maine Daily and Weekly Newspapers
- Passes to Local Museums and Attractions
- Frequent Concerts, Guest Speakers and Other Special Events
- Adult Book Discussion Groups
- Socrates Café: A Philosophical Discussion Group
- Gigantic Used Book Sale in October, Presented By The Friends of The South Portland Public Library

PARKS AND RECREATION

**Administrative Offices are located at the Community Center
21 Nelson Road**

767-7650 – Recreation/ Pools Information

767-7670 --Parks Information

775-0005 --Municipal Golf Course

The mission of the South Portland Parks and Recreation Department is to provide, maintain and develop recreational facilities, open space and leisure opportunities which will enhance the well being of the citizens of the community. Critical to the success of this mission is our commitment to teamwork that drives excellence at every level of our operation. Our community has a longstanding tradition of supporting thriving programs, diverse green spaces, and publicly accessible trails for all ages to live an active healthy lifestyle. The Department of Parks & Recreation facilitates this tradition through providing the programs citizen's desire in locations that are second to none in Maine. Any person who rides the Greenbelt on a spring morning, attends a soccer outing at Wainwright Recreation Complex on a fall day, relaxes on a bench in the Mill Creek Park watching children skating on the pond, or plays a leisurely round of golf at our municipal course during a lazy summer evening can tell you that

our parks system offers something for everyone. Housed in the South Portland Community Centers on Nelson Road and Redbank participants find a wide variety of activities for all ages year round ranging from water aerobics to the arts on a daily basis.

Public Parks Division

The Parks Division is responsible for maintenance for all City parks, the Municipal Golf Course, City athletic complexes, public school athletic fields, Willard Beach and a variety of other public facilities. During the winter, staff prepares the skating areas at Mill Creek Park, maintains access to the Greenbelt, and assists the Public Works Department in snow operations. Parks Division horticulturist, arborists, and landscaping staff grow many plants including all the annual flowers for the beds throughout the City. The City is also a Tree City USA community so our parks team performs the pruning, planting and removal of City-owned trees. Several annual events to include Art in the Park, Holiday Tree Lighting Festival, Summer Concerts, and Arbor Day festivities.

Recreation Division

Living an active and healthy lifestyle is accessible to everyone through our Greenbelt Trail, Municipal Pool, and variety of programming throughout the City. We offer active recreational opportunities through youth, adult, and senior programming such as pickle ball, soccer, basketball, water aerobics and arts classes at both the South Portland Community Center and Redbank Community Center. You can find our programs listed through the City website where it is also convenient to register on line for programs or classes. We also post many items on our Facebook page so that you can keep up with the latest information. A full listing of all our programs, events, and classes is also published three times a year in our brochure. Our programs are a great way to meet people in the community or to become a volunteer.



DEPARTMENT OF PLANNING AND DEVELOPMENT

496 Ocean St. (formerly Hamlin School)

767-7603 - Telephone

767-2197 - Fax

Monday-Friday 8:00 a.m. - 4:30 p.m.

The Department of Planning and Development plans for the growth and redevelopment of the City. Its mission is:

- to maintain the quality of life of a flourishing community in which each resident is reasonably able to achieve his or her highest potential
- to facilitate increased economic activity
- to protect the tax base of the City—upon which depend needed municipal services—by promoting standards attractive to investment
- to protect the natural environment and promote excellence in the design of the built environment
- to provide City decision-makers with quality information and analysis of alternatives
- to promote effective public participation.

Some of the activities of planning staff include:

- Implementing the 2012 Comprehensive Plan Update
- Open space, parks, and trail planning
- Fostering economic development
- Writing land use protection ordinances
- Grant writing and community development
- Providing staff services to the Planning Board
- Preparing community-wide plans like the Project Plan report and the Comprehensive Plan
- Neighborhood planning, such as the Ferry Village Master Plan.
- Transportation network and facilities planning

- Review of applications for development projects.

The Department of Planning and Development also includes Engineering Inspection and Code Enforcement. The Engineering section of Planning and Development includes staff and contracted services, providing inspection and limited design and services for the City and its departments. Inspection projects include:

- New developments
- Street openings
- Renovations
- Sewer construction and reconstruction
- Drainage reviews

The Code Enforcement section of Planning and Development handles zoning, building, plumbing, electrical and street opening permits. The office provides information and services related to:

- Building codes
- Setback requirements
- Permit requirements
- Home occupations
- Accessory Dwelling Units
- Permitted and Special Exception uses
- Zoning districts
- Zoning, wetlands, and shoreland zoning maps
- Variances and other appeals
- Assessor's parcel maps
- Grandfathered buildable lots of record
- City Excavator Licensing requirements
- Property records

The Code Enforcement Office also has information provided by other agencies regarding:

- Radon, Asbestos, and Lead hazards
- Tenant rights
- Adaptive equipment loan programs
- Making homes wheelchair accessible

- Flood Insurance Rate Maps (FIRM)
- Dig Safe

Permits

Most construction projects or installations must have a permit before being started. Before you begin any type of construction project, please call the Code Enforcement Office at 207-767-7603 for information on requirements. Permits are issued from this office for:

- New construction, including buildings, additions, porches, decks, sheds, garages, swimming pools, signs, and more.
- Demolitions
- Changes to existing exterior or interior walls, roofs, window or door openings of buildings, including sign panel changes.
- Temporary structures such as storage and office trailers, and temporary signs and banners.
- Electrical- any service or meter changes and any new wiring, including sign wiring- requires application by a Maine Licensed Master Electrician (even for a single family home)
- Plumbing- any new or relocated fixtures, but not for replacement of old fixtures in the same location. Single family homeowners may take out their own permit. Any other plumbing job requires application by a Maine Licensed Master Plumber
- Heating- any new or replacement heating systems, including furnaces, boilers, woodstoves, pellet stoves, gas heating stoves, and gas heaters of any kind. Gas-fired and oil-burning equipment installations require application by a Maine Licensed Oil Burnerman or Maine Licensed Propane/Natural Gas Technician.
- Fuel tank installations
- Sewer installation or connection/reconnection
- Septic tank installation or replacement
- Sewer impact fees
- Sprinkler systems or other fire or burglar protection systems
- HVAC or installed air conditioning systems (not window units)
- Large tents for special events (proof of treatment for fire retardancy required)

Fences

Fences do not require permits and may be up to six feet in height, placed right against your property line, facing in either direction. Your fence must be behind or against the front property line, not in front of it on what is actually City property between the pavement of the street and the actual front property line.

POLICE DEPARTMENT

**30 Anthoine Street
799-5511 – Telephone
799-4810 – Fax**

Mission Statement

The mission of the South Portland Police Department is to work cooperatively with all citizens to protect life and property, preserve peace, enforce laws and maintain civil rights through proper and responsive community based service.

School Resource Officer:

The School Resource Officer program is a community-policing approach practiced in a school environment. The school is the officer's beat. A school Resource Officer (SRO) is on duty at the High School. SROs are facilitators of safe and secure school settings. They fulfill three roles in the schools to which they are assigned, as law enforcement officers, law-related counselors and law-related education teachers. They intervene when violent incidents occur, and their presence can prevent such incidents from happening.

Unlike the police officer that responds to school problems as a result of a 911 call by the principal, SROs regard the schools as their community. SROs know the physical design and layout of the school to which they are assigned. They are aware of who belongs at the school and who does not. They participate in school activities and extracurricular events, serve as a classroom resource to teachers in the area of their expertise, and are members of the school community.

Triad:

The South Portland Police Department has partnered with the senior members of the community to form the South Portland TRIAD, an organized program to reduce the criminal victimization of senior citizens. The South Portland TRIAD meets the second Thursday of every month. A Senior Advisory Council also referred to as S.A.L.T. Council (seniors and Law Enforcement Together) act as an advisory group for the police department on crime and security issues involving the elderly. Activities of the S.A.L.T. Council include:

- establishing a directory of existing community programs
- implementing crime prevention programs
- providing volunteer participation

Citizen Police Academy:

The South Portland Police Department offers 10-week program open to City residents that is geared to introduce them to what is involved in the work of a South Portland Police Officer. Called a "Citizen Police Academy," the weekly 2-hour sessions focus on:

- criminal law
- domestic violence
- criminal investigation procedures
- many other topics

Participants also have the opportunity to "ride along/walk along" with an officer on patrol. Interested individuals must be 20 years of age and a resident of the community or be employed by a business within the community.

Smokeless Saturday:

Smokeless Saturday is an opportunity for teens to rethink their decision to use tobacco products. It is a 5-hour class that assists the user in understanding why they smoke. The class provides educational information regarding the consequences of tobacco use. It will also help the user develop skills to kick the habit. Classes are scheduled on designated Saturdays from 8:30 am -1:30 pm at the South Portland Police Department.

Smokeless Saturday is divided into two sessions. The morning session addresses such issues as personal history and habits, communication and refusal skills, and identification of "trigger" situations that lead to tobacco use. The afternoon session focuses on health issues, media manipulation, and goal setting regarding tobacco use.

The goals of Smokeless Saturday are to empower teens to recognize why and how they use tobacco. It will also provide them with cessation awareness skills, including the refusal and avoidance of "trigger" situations.

Smokeless Saturday is a joint program of the South Portland Police Department; the South Portland School Department and is affiliated with the Bureau of Health / [A Healthy Maine Partnership](#). For more information please contact Officer Linda Barker by [E-mail](#) or 207-799-5511 ext 7424

Community Partnership for Protecting Children (CPPC):

Community Partnerships for Protecting Children (CPPC) is a partnership of parents, neighborhoods, schools, churches, social service providers, children welfare services, law enforcement, neighborhood associations, and businesses working together to support and strengthen families and communities. CPPC is a method of interaction with families that is dependent on parent leadership, agency collaboration, neighborhood presence and adherence to four key elements of best practice, including shared decision making.

The neighborhoods surrounding Brickhill and Redbank were identified early on as a possible site for CPPC. In addition, Youth Alternatives Ingraham was interested in becoming more active with its neighbors. At the same time, there was interest within the City of South Portland to address some of the ongoing needs of the neighborhood including juvenile behavior and school truancy. In November 2008, the City of South Portland organized a neighborhood meeting and a list of issues was discussed, including juvenile behavior, drugs, and the need for greater police presence. In addition, the City formally committed itself to establishing the "Hub" in the Redbank/Brickhill community and secured a location along Westbrook Street to be shared by South Portland Police, DHHS staff and other CPPC partners.

The South Portland Police Department is key partner of CPPC. Their unique role is based on the fact that law enforcement personnel are present in the neighborhood on a regular basis and are often times the first to respond in cases of domestic violence and child abuse. Collaboration and communication between law enforcement and other CPPC partners is essential. On many occasions, responding officers recognize that the family needs help that police are not equipped to provide. Reaching out to the CPPC partners will provide the resources families need and assist law enforcement in effectively addressing the situation.

PUBLIC WORKS DEPARTMENT

42 O'Neil Street

767-7635 - Telephone

767-7636 - Fax

Monday-Friday 7:00 a.m. - 3:30 p.m.

Email - publicworks@southportland.org

The Public Works Department consists of 23 full-time employees and numerous part-time employees that provide a full range of services including:

- Automated rubbish collection and disposal
- Snow plowing, sanding and salting
- Street and sidewalk maintenance
- Street paving and reconstruction

Public Works also operates a heavy equipment maintenance facility and the Transfer Station.

Rubbish Removal

One of the Department's primary functions is automated curbside rubbish removal and we collect from approximately 8500 stops weekly. We advertise any postponements of rubbish collection, due to holidays in the Sentry, on SPC-TV (Channel 2 in South Portland), via citywide email and via a maintained community e-mail list. If you would like to be placed on our "community" email list, please email us at publicworks@southportland.org. Any cancellation and/or postponement of rubbish collection due to weather is announced on television Channels 6, 8 & 13, as well as all of the local radio stations.

The Department is also responsible for all road maintenance, which includes, but is not limited to, pothole repairs; rating and coordination of paving and/or overlaying of roads; plow damage repairs (esplanades, lawns, drive aprons, curbing, etc.); signage repair and/or replacement; street sweeping; operation of the City's Transfer Facility (Rules and Regulations are listed below); sidewalk repairs (bituminous or concrete); and assist other Departments as necessary.

Other services offered annually include:

- Fall curbside leaf collection, for leaves in biodegradable bags only
- Christmas tree curbside collection for 2 weeks after New Year's Day, weather permitting
- Household Hazardous Waste Drop-off day (City sponsored) - usually the 3rd Saturday in October
- Facility opened four (4) Sundays in the spring and four (4) Sundays in the late fall.

All of these are advertised the same as rubbish is for the holidays. The Department reviews and approves or denies any curb cut applications within the City limits.

If you have any questions, comments or concerns, feel free to contact us at 767-7635, via fax at 767-7636, via email at publicworks@southportland.org, or for general information, visit us on the City's website at <http://www.southportland.org>

TRANSFER FACILITY

**Highland Avenue
767-7671 - Telephone**

**Hours of Operation - Effective December 1, 2012
(Subject to Change for Summer Hours)**

**Monday: Closed
Tuesday through Saturday - 8:00 AM – 3:30 PM
Sunday: Closed**

**CITY OF SOUTH PORTLAND
TRANSFER FACILITY FEE SCHEDULE**

Effective May 5, 2005

<u>ITEMS</u>	<u>FEE PER LOAD</u>
1. Recyclable Cans, Plastic, Newspaper and Glass (sorted and placed into bins)	No Charge
2. Leaves, Grass and Yard Clippings (Bulk or biodegradable paper bags only.)	
Residents:	No Charge
Commercial trucks:	\$8.00
Commercial Pickup Trucks w/extended sides and Large Trailers or one ton trucks:	\$16.00
3. Waste Oil (bulk only, poured into holding tank)	No Charge
4. Brush, Branches, Logs and Small Stumps up to 6” diameter	
Passenger Cars	\$4.00
Vans or Small Trailers	\$6.00
Pick-up Trucks	\$12.00
Pick-up Trucks w/extended sides and Large Trailers or one ton trucks	\$25.00
Demo wood and Lumber (wood loads must not be mixed with or attached to non-wood products: i.e.: shingles, sheetrock, insulation, vinyl, sheet metal, wiring, nail or staples.)	
Passenger Cars	\$6.00
Vans or Small Trailers	\$9.00
Pick-up Trucks	\$18.00
Pick-up Trucks w/extended sides and Large Trailers or one ton trucks	\$37.00
5. Sheetrock, Fiberglass Insulation, Clean Scrap Metal, Vinyl Siding, Roofing Shingles, Misc. (mixed loads of these products must be sorted at the facility by resident)	
Passenger Cars	\$7.00
Vans or Small Trailers	\$15.00
Pick-up Trucks	\$25.00

Pick-up Trucks w/extended sides and
Large Trailers or one ton trucks \$50.00

6. **White Goods, Large Household Furniture** **PER ITEM**

Refrigerators, Freezers, Air Conditioners \$20.00
Dryers, stoves, Hot Water Tanks, Furniture, etc... \$12.00

7. **Tires and Batteries** (tires with rims double) \$5.00
Rechargeable batteries, NiCads, hearing aid batteries, etc. **No Charge**
Alkaline Batteries~ Can go in your household rubbish

8. **Universal Waste**
Mercury Charged by weight
Fluorescent light bulbs \$2.00

9. **Cell Phones, Inkjet Cartridges, & LaserJet Cartridges** **No Charge**

10. **Overflow Household Rubbish**
Per Bag Charge ~ 35 Gallon \$1.00
Per Bag Charge ~ 55 Gallon \$1.50

**CITY OF SOUTH PORTLAND
TRANSFER FACILITY RULES**

- 1. Facility is only for the use of the residents of South Portland and the South Portland School Dept.
- 2. Only acceptable products originating in South Portland may be disposed of at the facility.
- 3. No commercial use, with the exception of leaves, grass and yard clippings. Trash haulers, contractors, landscapers or any person/company being paid, either directly or indirectly, to dispose of refuse of another person/company may not use this facility. Commercial entities may dispose of leaves, grass and yard clippings that originate from the City of South Portland only. The fee for commercial disposal is noted in the Transfer Facility Fee Schedule.

4. Vehicles with carrying capacities of over one ton are not allowed, except for City vehicles.
5. To make access easier and faster, residents may obtain users' decals at the Transfer Station the first time they go each year. These decals may only be affixed to vehicles registered in South Portland. There is no charge for these decals.
6. The City will post a Fee Schedule at the Transfer Facility that lists the various fees to be charged for disposals.
7. Users must pay the appropriate fee(s) prior to unloading.
8. Users must place their refuse only into the appropriate designated containers or areas.
9. Attendant can refuse any loads or item.
10. Violations of these rules, illegal dumping or dumping after hours can result in fines of up to \$1,000.00 per violation plus costs.
11. Goodwill box available for residents.

TRANSFER FACILITY UNACCEPTABLE PRODUCTS

Unacceptable products include, but are not limited to:

- **Materials containing asbestos**
- **Hot top, asphalt based materials**
- **Bricks, cinder blocks, concrete**
- **Mixed demolition materials**
- **Excavation materials**
- **Junk vehicles**
- **Fuel, gas or improperly prepared propane tanks**
- **Paints, lacquers, cleaners and solvents**
- **Explosive or hazardous materials**
- **Large tree stumps (6 inch diameter or more)**

- **Hot coal or ashes**
- **Contents of septic tanks or cesspools**
- **Medical or pathogenic materials**
- **Computers and/or Hazardous Materials containing components**

The attendant can refuse any product that he deems inappropriate, non-conforming or dangerous.

Residents needing to dispose of unacceptable items may take such products to:

Commercial Recycling
2 Gibson Road (off Pleasant Hill Rd.)
Scarborough, Me
(883-3325)

ecomaine
64 Blueberry Road
Portland, Me 04102
(773-1738)

Riverside Recycling Facility
910 Riverside Street
Portland, Me
(856-2448)

Locations of
“SILVER BULLET” RECYCLING CONTAINERS
(Resident Drop-off Containers)

1. Transfer Facility- Highland Ave. just past the High School heading towards Scarborough. Open ONLY during their hours of operation (This location accepts cardboard) Please drive through the facility before dropping off your recyclables so the attendants may see what is being brought in.

2. Public Works Dept- 42 O’Neil Street - 3rd right after Red’s Dairy Freeze on Cottage Road, if heading towards Cape Elizabeth. Tel. #767-7635, fax #767-7636 and e-mail publicworks@southportland.org. The bins are beside the Parks Dept. at the end of the road on the left. (This

location accepts cardboard). Open 7 a.m. until 8 p.m. Mon through Saturday—closed Sundays.

YARD IS “NO TRESPASSING” ANY OTHER TIME

- 3. City Hall** – 25 Cottage Road. The bin is located in the parking lot adjacent to Thomas Street. Open 7 days.

SPC-TV

City Hall – 25 Cottage Road

767-7615 -Telephone

767-7620 - Fax

Monday-Friday 8:00 a.m. - 4:30 p.m.

By Appointment

The mission of the Community Television Facility is to provide City residents with free training and equipment to produce video programming for the channel. Municipal meetings are also videotaped and replayed on Channel 2. Community Television also accepts messages of community interest from non-profit organizations and municipal announcements, which are shown free of charge on Channel 2.

Links to municipal meetings and live streaming of our programming over the internet can be found on the City web page, under City Departments, SPC-TV.

Special attention is given to those projects that inform and educate the community about its history, culture and heritage. Current events are also highlighted in a series of programs reflecting the culture of the City and live call-in talk shows are also featured.

Community Television is also responsible for implementing the requirements of the Cable Television Franchise with Time Warner, and any service related complaints that cannot be resolved with Time Warner may be directed to SPC-TV.

Residents wishing to be trained on the use of video equipment can call the *SPC-TV* studio at 767-7615 to schedule an appointment to discuss their project.

SCHOOL DEPARTMENT

Central Office – 130 Wescott Road

871-0555 -Telephone

871-0559 - Fax

Monday-Friday 7:30 a.m. - 4:00 p.m.

South Portland Board of Education

The South Portland Board of Education is the governing agency of the South Portland School District. Its seven members are private citizens who are elected by their constituents for three-year terms. The Board of Education meets the second Monday of every month, except August, at City Hall.

The Superintendent of Schools reports directly to the Board of Education. A prime responsibility of the Board is policy development.

The Board's mission statement, "ENRICHING LIVES THROUGH QUALITY LEARNING FOR ALL," sets the foundation for education in our schools and is the basis for all decisions which affect educational planning. An on-going goal of improving student learning is supported by a focus on relationships, relevance and rigor in our school improvement action plans. Each school identifies goals, strategies and initiatives targeted toward developing relationships, establishing relevance and increasing rigor in our curriculum, instruction and assessment.

Facts about the South Portland Schools

Eighty-seven (84%) of South Portland's 2012 graduates will continue their education in post secondary institutions.

Each student in the South Portland Schools is nurtured and encouraged to reach his or her full potential. Toward this end, staff members analyze student data to improve instruction to ensure that all students meet the high standards of the Learning Results.

The High School program of studies includes course offerings in English, Math, Science, Social Studies, Foreign Languages, Career Preparation,

Fine Arts, Physical Education/Health, Advanced Placement and Virtual High School. Middle Level programming includes English, Math, Science, Social Studies, Foreign Language, Fine Arts, Physical Education, and Technology Integration. Our elementary learners develop Reading, Writing, Math, Science, Social Studies, Art, Music, Physical Education and Technology skills throughout their curriculum.

Student support services include Special Education, Academically Gifted Education, English Language Learner Services, Guidance and Nursing support. Questions pertaining to these programs should be directed to the Director of Instructional Support in the Central Office at 871-0555.

Teachers and administrators are available to assist families in making transitions to the South Portland schools. Parents are encouraged to become active participants in the education of their children through volunteering and participation in a variety of parent organizations.

Enrollment (Fall 2010): 3,115

The South Portland Schools consist of five elementary schools: Brown, Dyer, Kaler, Skillin and Small. The 2012-2013 enrollment in grades K-5 is currently 1,546 students. Mahoney Middle School and Memorial Middle School, which educate students in grades 6-8, have a combined enrollment of approximately 700 students and South Portland High School has an enrollment of approximately 873 students.

We welcome you to the South Portland School Department and look forward to working with you to ensure an outstanding education for your student.

Children may be registered directly at the school they will be attending. School addresses and telephone numbers are listed below:

Brown Elementary School
37 Highland Avenue
799-5196

Kaler Elementary School
165 South Kelsey Street
799-3214

Dyer Elementary School
52 Alfred Street
799-4845

Skillin Elementary School
180 Wescott Road
773-7375

Small Elementary School
87 Thompson Street
799-7676

Memorial Middle School
120 Wescott Rd.
773-5629

Mahoney Middle School
240 Ocean Street
799-7386

South Portland High School
637 Highland Avenue
767-3266

Questions pertaining to the schools may be directed to Central Office at 871-0555

DEPARTMENT OF TRANSPORTATION AND THE WATERFRONT

46 O'Neil Street

767-5556 -Telephone

Business Hours: Monday-Friday 8 a.m. - 5 p.m.

Scheduling Information: Monday-Friday 9:00 a.m. - 5:00 p.m.

Email: rsargent@southportland.org

Transit Bus Service

The South Portland Bus Service provides a fixed route public transit service to the residents of South Portland. All City buses are lift equipped and wheelchair accessible. The Bus Service has a fleet of buses that operate three routes:

- Route 1 Willard Square bus 6:15 AM to 10:30 PM
Meeting House Hill, SMCC, Ferry Village and Waterfront Market
areas into Downtown Portland.
- Route 4 Maine Mall bus 5:40 AM to 10:20 PM

Maine Mall and the surrounding retail area, Thornton Heights, Cash Corner, Pleasantdale and Waterfront Market areas into Downtown Portland.

- Route 3 Crosstown bus 8:00 AM to 2:30 PM
Meeting House Hill, SMCC, Ferry Village, Waterfront Market, Stanwood Park, Cash Corner, West Broadway, Redbank, Maine Mall and the surrounding retail area.

The Bus Service also connects with the Portland METRO (774-0351) with a free transfer system to increase service area coverage throughout the Cities of Portland and Westbrook and the Town of Falmouth.

General Info

- Regular fare: \$1.25 / 10-ride ticket is \$11.00
- Student fare: \$1.00 with school I.D./ 10-ride student ticket is \$9.00
- Seniors and disabled: \$.60 with proper I.D. / 10-ride ticket is \$5.50
- Bicycle racks on all buses with no additional charge
- Tickets available at the Finance Dept. at City Hall, Shaw's-Waterman Dr., and Hannaford stores- Cottage Rd and Philbrook Ave.
- Lift equipped para-transit bus service is available to disabled residents unable to board our bus system. For more info call RTP at 774-2666

Waterfront

The staff plans, manages and coordinates the maintenance of municipal waterfront facilities, including the Portland Street Pier, the Municipal Boat Ramp near Bug Light Park, the Spring Point Marina leased and operated by Port Harbor Marina and a municipal wharf and public boat landing at Thomas Knight Park in Knightville.

In addition, the Cities of Portland and South Portland have worked closely to develop new economic activity in the Port of Portland. Some of the region's largest oil companies ship tons of crude and refined petroleum

products through South Portland terminals. At least one general marine cargo terminal with heavy lift capability is located within South Portland. Currently, there are no passenger transportation terminals in South Portland. There are several marinas, a small shipyard, beaches, restaurants, Southern Maine Community College, private homes, condominiums, public parks and access points along the South Portland waterfront. Other properties along the waterfront are available for commercial development or public use. The diversity of the waterfront's use provides both a great asset and a challenge.

Municipal Boat Ramp

The Municipal Boat Ramp is located next to Bug Light Park. It is intended primarily for the launching of recreational boats. Commercial boats may use the ramp if such use does not unreasonably interfere with the launching of recreational boats. The public float and landing is generally restricted to the boarding and landing of small craft only. The ramp parking lot and other adjacent areas are available for overnight or long-term use, as space is available. Advance permission is required by calling 767-5556.

Hours of Operation:

- Memorial Day to Labor Day 7:00 a.m. to 7:00 p.m.
 (attendant on duty)
- Rest of the Season Sunrise to Sunset

Fee Structure:

- Resident \$5.00 per day \$30.00 Season Pass
- Non-resident \$6.00 per day \$60.00 Season Pass
- Senior citizens and disabled are exempt
- Special fee \$1.00 per foot to launch recreational boats from a low-bed trailer, hauler, etc.

Upon request, the department will provide copies of the current rules and regulations governing the Municipal Boat Launching Facility.

Portland Street Pier

The City maintains the Portland Street Pier in Ferry Village. The facility has 16 boat slips available on an annual basis to small commercial fishing vessels, typically lobster boats. The pier provides public access for fishing and other family activities. A wood frame building on the pier is leased to Waterworks Diving Services. Commercial fisherman from South Portland interested in obtaining a boat slip may call 767-5556 or write to the Director of Transportation and the Waterfront, 46 O'Neil South Portland, 04106.

Municipal Pier and Public Boat Landing at Thomas Knight Park

Knightville Landing is located in the shadow of the Casco Bay Bridge in Thomas Knight Park. The park is located at the intersection of Waterman Drive and Ocean Street in the Knightville neighborhood. The facility provides a waterborne gateway to the City for recreational boaters. The 300 foot pier and floating docks allow unrestricted access to the water. It is an ideal place to fish, kayak, canoe, or simply sit and enjoy the magnificent view of Portland Harbor's working waterfront.

Fee structure: Fees are paid by visiting boaters. All fees collected are used to operate and maintain this boat landing. **We use the honor system.**

A few minutes up to four hours: FREE

After the first four hours: \$10.00 plus \$2.00 per hour for every hour or portion

Thereof. [Example: 6 hours is $\$10 + (2 \times \$2) = \$14.00$]

Overnight stay: \$1.50 per foot per night (Example: 25 foot boat spends the night

Owes \$37.50- two nights- \$75.00)

Sewage Pump-out: \$5.00 (Instructions are located near the pump-out station)

WATER RESOURCE PROTECTION

111 Waterman Drive

Monday-Friday 7:00 a.m. – 3:30 p.m.

(207) 767-7675 telephone (207) 767-5697 fax

The City of South Portland has actively pursued improving water quality in Casco Bay since 1978. The Water Resource Protection Department manages all operations, maintenance, and administrative activities for the wastewater treatment plant, pumping stations, and sewer/storm collection systems to ultimately meet all the water quality requirements set forth by the 1972 Federal Clean Water Act (CWA) through its Maine Pollutant Discharge Elimination System (MEPDES) discharge permit.

The *Operations Division* is responsible to ensure the treatment plant consistently meets the requirements set forth in the city's discharge permit. A highly successful compliance record is due to the dedication of the staff who work diligently to ensure the plant runs effectively and efficiently at a minimum cost to the residential, commercial, and industrial sewer users. Through a sequence of carefully controlled physical, biological, and chemical processes, the treatment plant staff produces over 2.5 billion gallons of clean water per year. Continuous monitoring and control with the operators knowledge of biology, chemistry, equipment, maintenance, treatment systems, and processes are critical to peak operating efficiency. The treatment plant can pump and treat an instantaneous peak flow of up to 56 million gallons per day. The treatment plant operators are also responsible for the operations of 30 pumping stations throughout the City. The staff responds to pump station emergencies on a 24 hour, 7 day a week basis. There have been a number of upgrades to the 32 year old treatment facility which have consisted of system replacements to plant process components. This ongoing modernization process insures the City stays in compliance with changing regulations and maintains an efficient low cost system.

The *Collection Systems Division* comprises staff that provides services in the area of sewer/stormwater pipeline inspections, cleaning, maintenance, line repair, and manhole/catchbasin repair and maintenance. They also

respond to sewer and stormwater related emergencies 24 hours a day, 7 days a week. The scope of coverage is extensive where the City has over 100 miles of sanitary sewers, and 50 miles of storm sewers. These systems require continual service and repair to maintain the collection system in peak operating condition to move the wastewater flows for treatment and minimize the overflows from hydraulically overloaded combined sewer/stormwater collection systems. These combined sewer overflows (CSO's) are regulated discharges that must eventually be eliminated. The City has been actively pursuing this goal since 1994 and has recently developed an upgraded master plan to move it to reducing or eliminating the six remaining CSO's over the next ten years.

The ***Maintenance Division*** provides preventative maintenance and repairs which is critical to keeping the treatment plant, the pump stations, and the department equipment and vehicles running at peak performance. Effective maintenance is a crucial part of operations, not only during the normal flows received on a daily basis, but, most importantly, when the collection and treatment system is tested during storm events, high flows, and natural weather disasters.

The ***Industrial Pretreatment Program*** was established to allow the Publicly Owned Treatment Works (POTW) direct control of industrial user discharges. This program was approved by the EPA in 1983 to insure that the objectives of the federal program were fully implemented on a local level. The program prevents the introduction of pollutants into the POTW, which could cause pass-through or interfere with the operation of the POTW, including interference with its use or disposal of municipal biosolids. The Compliance Administrator regulates the industries through a permitting mechanism to be sure they are in compliance with the program.

The ***Stormwater Management Program*** is the result of recent stormwater regulations and is administrated by the Stormwater Program Coordinator. The duties of this position are far reaching and consist of planning, managing, and coordinating the activities of the City's stormwater program. The program is made up of multiple stormwater minimum control strategies that are required by the federal and state stormwater

regulations such as the federal Stormwater Phase II and the Maine Department of Environmental Protections MS4 General Permit for the discharges of stormwater from municipalities. The coordinator will develop and manage watershed plans and pollution reduction programs while working with the City's strategy for bringing urban impaired streams back into their water classification.

The staff can provide guided tours of the treatment plant to groups or individuals to see what treatment plants do for water quality and how the use of technology can improve efficiency and lower cost. The Collection Systems Division can set up demonstrations with local schools to view the latest in equipment and technology utilized in a modern collection system.

The *Engineering Division* provides engineering support services that encompass a wide range of needs from construction project management to facility planning and advancing the technological needs of the city. For buildings, roads, sewer construction, stormwater separation, treatment plant, pump station, and other hard construction projects, Engineering can provide the preliminary design work, design management, construction administration, and inspection service to insure the cost effective and product success of construction projects undertaken by the city. Engineering also advances much of the technological and planning improvements the city undertakes such as 3D CAD, CAD standards, sewer/storm systems computer modeling, development and maintenance of GIS data layers, pump station and sewer standards, treatment plant - pump station - collection system facility planning, and accurate efficient compilation and storage of record drawings for city infrastructure that will bring the city into the next generation of cost effective engineering service.

If you would like more information our number is 767-7675. Our office hours are Monday-Friday, 7:00 a.m. to 3:30 p.m. Look for our department located at the City's web site <http://www.southportland.org>. (under City Departments-Water Resource Protection)

City of South Portland
Telephone Directory

INFORMATION	767-3201
Assessor's Office.....	767-7604
Business Licenses.....	767-7628
Bus Service	767-5556
City Clerk's Office.....	767-7601
City Manager	767-7606
Corporation Counsel	767-7605
Engineering	767-7603
Fire Department (Non-emergency)	799-3311
General Assistance.....	767-7617
Library	
(Main).....	767-7660
(Memorial Branch)	775-1835
Motor Vehicle Registration	767-7612
Parks and Recreation (Golf Course)	775-0005
(Parks).....	767-7670
(Pool).....	767-7650
(Recreation)	767-7650
Personnel	767-7682
Planning and Development	767-7603
Police Department... (Non-emergency)	799-5511
Property Tax Payments.....	767-7612
Public Works	767-7635
South Portland Community Television (SPC-TV)	767-7615
South Portland School Department.....	871-0555
Transfer Facility	767-7671
Voter Registration....	767-7601
Water Resource Protection	767-7675

Public Utilities (Customer Service Numbers)

Portland Water District (public water supply).....	761-8310
Central Maine Power (electricity supply)	(800)750-4000
Unitil (natural gas supply)	(866)933-3821
Time Warner Cable of Maine (public cable)	253-2222

EMERGENCY – FIRE OR POLICE 911

