

## CITY OF SOUTH PORTLAND



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

EXECUTIVE  
DEPARTMENT

Scott T. Morelli  
City Manager

September 2017

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](http://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!

Scott T. Morelli  
City Manager

Telephone (207) 767-3201 • Fax (207) 767-7620  
[www.southportland.org](http://www.southportland.org)  
Twitter: @CityofSoPo  
Facebook: @cityofsouthportland

# Resident's Guide to City Services

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For the most up to date information, visit us online at [www.southportland.org](http://www.southportland.org)

## **ASSESSOR'S OFFICE**

**41 Thomas Street (located behind City Hall)**

**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](http://www.southportland.org). Click on "Departments", then "Assesor" on the drop down menu.

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

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

For payment of taxes, see *Treasury & Collections*, a division of the Finance Office.

## **CITY CLERK**

**City Hall - 25 Cottage Rd**

**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, 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 *Government -> City Council* at [www.southportland.org](http://www.southportland.org).

The City Clerk's office provides:

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

### **Election Information & Registering to Vote**

Election information is posted to the City web site under the City Clerk's page. Voters can check the City Clerk's page under the *Departments* tab for sample copies of ballots, polling locations, instructions for absentee voting, accessible voting equipment and other important election information, and to request an absentee ballot. 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, Hunting & Fishing Laws, and other useful information. Residents are also invited to receive a bi-monthly e-newsletter with information on local events and reminders – visit [www.southportland.org](http://www.southportland.org) and click on “Community e-Newsletter”.

**One way to serve your community is to volunteer to be on one of the Boards or Committees 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. To learn more about city boards and committees, please call the City Clerk at 767-7627.

## **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
- Assessor’s Office
- Purchasing & Bids
- 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 Registration & Renewals – *also available online at [www.southportland.org](http://www.southportland.org)*
- Boat Registration & Renewals - *also available online at [www.southportland.org](http://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 card.

**Property Tax Payment Schedule**

Property taxes are due in four quarterly installments. The payment due dates are set by the City Council and 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.

## **Fire Pits**

Fire pits for recreational fires must be initially permitted and inspected by the Fire Department. To request an inspection of a fire pit, visit the Fire Department website under “Departments” -> “Fire Department” -> “Permits” -> “Outside Fire Pits” or call (207) 799-3314. For other types of controlled fires, please refer to the Code of Ordinances or call the Fire Department.

## **SOCIAL SERVICES DEPARTMENT**

**City Hall – 25 Cottage Road**

**767-7617 Telephone**

**767-7620 Fax**

**Monday – Friday 8:00 AM – Noon & 1:00 – 4:30 PM**

***No walk-in appointments, please call 767-7617 for an interview***

The City of South Portland Social Service department offers a General Assistance (GA) program to assist eligible residents with basic necessities who are unable to provide for their household. This charge is provided by the Social Service department, Kathleen Babeu, Director & Carmen DeMartis, Assistant. The office is located on the main floor in City Hall. Eligibility is determined according to state overall maximums and allowances. GA is administered in accordance with the [City of South Portland Ordinance](#) and [Maine State Statute, Chapter 22](#). The program provides confidential financial assistance to South Portland residents who are having difficulty meeting basic needs for shelter, food, fuel, electricity and medical expenses. The program is designed to be the program of “last resort”. The department works with clients to self-sustain, utilizing a myriad of social services within Cumberland County. The program is funded by local property taxes with 70% reimbursement from the state. All assistance is granted in voucher form to local merchants. The City works with applicants to ensure that appropriate community referrals are made to support services.

This program is completely confidential & interviews are provided by appointment. An initial intake can take 45 minutes to one hour to provide the resources relative to each case. This program ensures residents have up-to-date information relative to community resources, programs, seasonal resources, TANF, Food Supplements, Medical, Unemployment, Emergency Assistance, Alternative Aid, WIC, Heating & Energy Assistance program, Housing and Government assistance programs & the Career Center. A listing of community resources is available on the Social Service webpage at [www.southportland.org](http://www.southportland.org).

The City is required to have someone available 24 hours a day to take applications in an emergency. If this is an EMERGENCY and the office is closed, please contact South Portland Police at 799-5511.

## **SOUTH PORTLAND PUBLIC LIBRARY**

Website – [www.SouthPortlandLibrary.com](http://www.SouthPortlandLibrary.com)

Email – [director@southportlandlibrary.com](mailto:director@southportlandlibrary.com)

**Main Library**  
**482 Broadway**  
**(Access parking lot via**  
**Highland Avenue)**  
**Phone: 767-7660**

**Memorial Branch Library**  
**155 Wescott Road**  
**(across from Memorial Middle**  
**School)**  
**Phone: 775-1835**

Monday	Closed
Tuesday	10am – 8pm
Wednesday	10am – 8pm
Thursday	10am – 8pm
Friday	10am – 6pm
Saturday	10am – 6pm
Sunday	Closed

Monday	10am – 8pm
Tuesday	Closed
Wednesday	2pm – 6pm
Thursday	Closed
Friday	2pm – 6pm
Saturday	Closed
Sunday	12pm – 5pm

The South Portland Public Library is the fourth busiest public library in the state of Maine and the only library in the state to offer its users access to service 7 days a week, year round. Our community enjoys the benefits of having a large collection of locally owned books and materials, as well as quick access to countless other items through our membership in the statewide Minerva consortium. We offer a full schedule of ongoing programs and special events for all ages, and our knowledgeable staff are always happy to help you find what you need, whether for entertainment or educational enrichment!

### **Featured Services:**

- Current / popular fiction and non-fiction
- Extensive collection of films on DVD
- An amazing collection of materials for children and young adults
- Graphic novels
- Audio books on CD and MP3 discs
- Music CDs
- Free high speed Wi-Fi

- Public use computers and printers for internet, email and word processing
- Large print books
- Photocopiers
- Outreach Services – delivery to the home bound
- Story times, activities and groups for children of all ages
- Passes to local museums and attractions
- Adult book discussion groups
- Socrates Café: A philosophical discussion group
- Frequent concerts, guest speakers and other special events
- The Friends BookShop: Offering “gently used” books, with all proceeds going to support library service

You can search our catalog, check your library account and request items at any time by visiting:

**[www.SouthPortlandLibrary.com](http://www.SouthPortlandLibrary.com)**

## **PARKS, RECREATION & WATERFRONT**

*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.

South Portland's Parks, Trails and Beaches include:

- Bug Light Park
- Clark's Pond Trail
- Greenbelt Walkway
- Hinckley Park
- Mill Creek Park
- Spring Point Shoreway
- Thomas Knight Park
- Trout Brook Nature Preserve
- Willard Beach
- Other Parks and Green Spaces

In some areas, the Parks Department enjoys a collaborative relationship with the South Portland Land Trust, a non-profit organization dedicated to supporting the network of trails interlinking South Portland neighborhoods to each other and to the trails of adjoining communities and to engaging the community in park and trail use, open space protection, trail building and land stewardship.

### **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.

### **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 (attendant on duty) 7:00 a.m. to 7:00 p.m.
- 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 x \$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)

**PLANNING AND DEVELOPMENT  
& CODE ENFORCEMENT**

**496 Ocean St. (former 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**

**9-1-1 FOR EMERGENCIES**

## **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.

## **Community Programs**

The South Portland Police Department offers many Community Programs, such as:

- Child Safety Information
- Child Passenger Safety
- VIPS
- Vacation House Check
- TRIAD
- Yellow Dot Program
- Memory Impaired/Communication/ Wanderer Program
- Coffee with a Cop
- Drug Drop Off
- Citizen Oriented Policing School
- Key Program
- Smokeless Saturday
- Grafitti Prevention
- Bicycle Registration

Residents may file a police report online, or obtain a motor vehicle crash report right from the Police Department's website, at [www.southportland.org](http://www.southportland.org) -> *Departments* -> *Police Department*.

### **Emergency Alerts**

The City of South Portland has partnered with The Cumberland County Emergency Management System to institute a new rapid emergency notification service called CodeRED®. This service can be used in case of fires, chemical spills, evacuations, lock downs, downed power lines, lost individuals, natural disasters, abductions, water system problems, bomb threats, or other emergencies. South Portland residents are welcome and encouraged to enter their contact information for home, business, and mobile phones so they may be contacted by the system in the event of an emergency. Sign up on the Police Department's website.

### **Winter Parking Ban**

The City of South Portland has an annual parking ban on all city streets from December 1-April 1 between the hours of 12:00 midnight and 6:00am, except in case of emergency. Public parking lots at Waterman Drive and the Boat Launch are available for City residents and their guests to temporarily park during the winter parking ban.

The Police Department of South Portland has a very active social media presence on Facebook and encourages residents to "like" and "follow" their official department social media page. Find them on Facebook @southportlandpolice.

## **PUBLIC WORKS DEPARTMENT**

**42 O'Neil Street**

**929 Highland Avenue**

**767-7635 - Telephone**

**767-7636 - Fax**

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

**Email - [publicworks@southportland.org](mailto: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 & Recycling Removal**

The City has contracted with Pine Tree Waste for trash and recycling removal. We advertise any postponements of rubbish collection, due to holidays in the Sentry, on SPC-TV (Channel 2 in South Portland), Facebook, and on the City's website. Any cancellation and/or postponement of rubbish collection due to weather is announced on television Channels.

### **Other services offered annually include:**

- Fall curbside leaf collection, for leaves in biodegradable bags
- 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
- Transfer Station opened four (4) Sundays in the spring and four (4) Sundays in the late fall.

All of these are advertised in the Sentry newspaper and on the website.

## **Road & Sidewalk Maintenance**

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. The Department also reviews and approves or denies any curb cut applications within the City limits.

## **Snow Removal**

When snow has stopped falling, it takes an additional 5 to 6 hours to complete the snow plowing operations. Each plowable storm is assigned approximately 28 trained employees, 125 pieces of snowplowing and sanding equipment and 11 pieces of rented equipment from area contractors. There are some ways you can help expedite the snow removal process, and Public Works has created a Winter Operations Brochure that may be downloaded on the Public Works website at [www.southportland.org](http://www.southportland.org) -> *Departments -> Public Works.*

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The City of South Portland has an annual parking ban on all city streets from December 1-April 1 between the hours of 12:00 midnight and 6:00am, except in case of emergency. Public parking lots at Waterman Drive and the Boat Launch are available for City residents and their guests to temporarily park during the winter parking ban.

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](mailto:publicworks@southportland.org), or for general information, visit us on the City's website at <http://www.southportland.org> Channels 6, 8 & 13, as well as all of the local radio stations.

## **TRANSFER STATION FACILITY**

**929 Highland Avenue  
767-7671 - Telephone**

**Hours of Operation – Tuesday-Saturday  
8:00am-3:30pm  
*Occasional Sundays as advertised***

### **FEES**

No permit or annual fee is currently required to use the Transfer Facility, however there are fees for the disposal of most items, with the exception of yard waste (including Christmas trees), bulk oil and recycling.

### **COMMERCIAL USE**

Commercial use of the Facility is not permitted, with the exception of leaves, grass and yard clippings. Trash haulers, contractors, landscapers or any person/company being paid to dispose of refuse other than listed above may not use this facility. Commercial entities may dispose of leaves, grass and yard clippings that originate from South Portland locations only. Fees for commercial disposal are noted in the Transfer Facility Accepted Items/Fees link.

### **SWAP SHOP**

The Swap Shop, a new resource at the Transfer Facility for reuse and recycling of gently-used items, opened to residents of South Portland in August, 2016. The Shop is a 3-season facility staffed by volunteers, and is open from April 1 to December 1. Hours are Tuesday-Saturday, 8am-3:30pm.

**A list of accepted items and fee schedule is posted at the City's website, under *Residents -> Transfer Facility* at [www.southportland.org](http://www.southportland.org).**

## **SUSTAINABILITY DEPARTMENT**

**25 Cottage Road**

**Telephone - 207-347-4148**

### **Mission Statement**

The mission of South Portland's Office of Sustainability is to guide the development of policies and practices that simultaneously promote economic well-being, strong community connections, and a healthy environment. The primary focus of this office is to implement the City's Climate Action Plan and related initiatives to help municipal departments, schools, and the community become more sustainable.

### **What We're Working Toward**

1. **Waste Reduction** - to increase South Portland's recycling rate to 40% by 2020 through purposeful purchasing, reuse, recycling, and composting.
2. **Energy & Climate** - to reduce municipal greenhouse gas (GHG) emissions 17% by 2017 through energy efficiency projects, conservation measures and renewable energy initiatives.
3. **Sustainable Transportation** - to reduce the environmental impact of vehicles in South Portland, and support the use of alternative transportation options.
4. **Pesticide Use** - to reduce toxins in our community by reducing the use of pesticides and promoting a transition to organic land care practices.
5. **Community Engagement** - to develop collaborative partnerships that build support for community initiatives and increase awareness about sustainable programs, policies and practices.

**For more information, visit the Sustainability  
Department online at [www.southportland.org](http://www.southportland.org) ->  
Departments -> Sustainability Office**

**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.**

**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, in the Lecture Hall at South Portland High School.

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.

**An Introduction the South Portland Schools**

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 (April 2017): 3,033

The South Portland Schools consist of five elementary schools: Brown, Dyer, Kaler, Skillin and Small. The 2017-18 enrollment in grades K-5 is projected to be about 1,470 students. Mahoney Middle School and Memorial Middle School, which educate students in grades 6-8, have a combined enrollment of approximately 710 students and South Portland High School has an enrollment of approximately 900 students.

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

Dyer Elementary School  
52 Alfred Street  
799-4845

Kaler Elementary School  
165 South Kelsey Street  
799-3214

Skillin Elementary School  
180 Wescott Road  
773-7375

Small Elementary School  
87 Thompson Street  
799-7676

Mahoney Middle School  
240 Ocean Street  
799-7386

Memorial Middle School  
120 Wescott Rd.  
773-5629

South Portland High School  
637 Highland Avenue  
767-3266

We welcome you to the South Portland School Department and look forward to working with you to ensure an outstanding education for your student. For additional information please visit our website at [www.spsd.org](http://www.spsd.org) or call our Central Office at 871-0555.

## **DEPARTMENT OF TRANSPORTATION**

**46 O'Neil Street**

**929 Highland Avenue**

**767-5556 -Telephone**

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

**Scheduling Information: Monday-Friday 5:50 a.m. - 11:15 p.m.**

**Saturday-Sunday 7:00 AM – 6:30 PM**

**Email: [rsargent@southportland.org](mailto:rsargent@southportland.org)**

### **Transit Bus Service**

The South Portland Bus Service (SPBS) operates a fixed-route, public transit service throughout South Portland, into downtown Portland, and into Scarborough along the shopping area off Payne Road near the Maine Mall. Three routes cover a total of 789 miles a day and provide over 247,000 passenger trips a year. All City buses are lift equipped, wheelchair accessible, and are fitted with bicycle racks. The SPBS connects with the Portland METRO Bus system and the Shuttlebus/Zoom service through a free transfer arrangement providing its riders a broad, regional travel area with access to the Biddeford-Saco-Old Orchard Beach ShuttleBus, the Jetport, Casco Bay ferries, Greyhound Bus, Concord Coach, Amtrak Downeaster, as well as medical, shopping and other high activity centers in the area.

In addition to its fixed-route schedule, the City of South Portland participates in a regional, complementary paratransit program to transport passengers whose disabilities interfere with their ability use the fixed-route system. This service is provided through a contract with the Regional Transportation Program (RTP). The Bus Service has a fleet of buses that operate three routes:

### **Weekday Service:**

- Route 21 Willard Square bus 6:35 AM to 11:00 PM  
Mill Creek Transit Hub, Meeting House Hill, SMCC, Ferry Village and Waterfront Market areas into Downtown Portland.
- Route 24A Maine Mall bus via Main Street 5:50 AM to 11:15 PM  
Maine Mall and the surrounding retail area, Thornton Heights, Cash Corner, Gannett Drive, Walmart, Mill Creek Transit Hub, and Waterfront Market areas into Downtown Portland.
- Route 24B Maine Mall bus via Community Center 6:30AM to 9:45PM

Maine Mall and the surrounding retail area, Thornton Heights, Cash Corner, Community Center, Gannett Drive, Walmart, Mill Creek Transit Hub, and Waterfront Market areas into Downtown Portland.

**Saturday and Sunday Service Hours:**

- Route 21 Willard Square bus 6:40 AM to 6:40 PM
- Route 24A Maine Mall bus 7:00 AM to 6:30 PM

In addition to its fixed-route schedule, the City of South Portland participates in a regional, complementary paratransit program to transport passengers whose disabilities interfere with their ability use the fixed-route system. This service is provided through a contract with the Regional Transportation Program (RTP).

The City’s Web page, under *Departments*, lists the Bus Service schedule and maps. Live bus information may be obtained by calling (207) 767-5556 during all bus service hours.

**General Info**

- Regular fare: \$1.50 / 10-ride ticket is \$13.50
- Student fare: \$1.25 with school I.D./ 10-ride student ticket is \$11.25
- Seniors and disabled: \$.75 with proper I.D. / 10-ride ticket is \$6.75
- 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 (207) 774-2666

## **WATER RESOURCE PROTECTION DEPARTMENT**

**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, program, 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). These functions are regulated through its Maine Pollutant Discharge Elimination System (MEPDES) discharge permit and the Municipal Separate Storm Sewer System (MS4) permit. The department has evolved over the years to integrate the management of the city's water quality infrastructure and be responsible to meet the many demands being made for regulatory compliance. This mission also insures that long term planning takes the entire system of water quality assets into consideration for the future.

The **Treatment Systems Division** is responsible to ensure the treatment plant consistently meets the requirements set forth in the city's discharge permit and manages the Industrial Pretreatment Program. 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 28 pumping stations throughout the City. The staff responds to pump station emergencies on a 24 hour, 7 day a week basis.

The maintenance group for this type of complex system 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 successful 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 flow scenarios, and abnormally high pollutant loading events. There have been a number of upgrades to the 40 year old treatment facility which have consisted of system replacements to process component replacement. This is an ongoing modernization process that insures the City stays in compliance with it's discharge permit, constantly changing regulations, and, at the same time, 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, manhole/catchbasin structure repair and maintenance, and responsibility to manage the Stormwater Management Program. 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 105 miles of sanitary sewers, and 102 miles of storm sewers and 6,593 structures. These systems require continual service and repair to maintain the collection system in peak operating condition to move the wastewater flows to treatment and minimize the overflows from the combined sewer/stormwater areas of the collection system, and protect sewer users from damaged property.

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, as well as responsibility to manage the Combined Sewer Overflow Program. 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.

***Programs:***

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 interference 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 insure they are in compliance with the program and conditions of their discharge permits.

The **Stormwater Management Program** is the result of recent stormwater regulations set forth by the city's MS4 permit and is administrated by the Stormwater Program Coordinator. The duties of the program coordinator 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 **Combined Sewer Overflow (CSO) Program** is an ongoing program since its inception in 1992. This program is the result of regulations covering the discharges of combined sewage and stormwater overflows from the city's collection system prior to receiving appropriate treatment at the wastewater treatment plant. These CSO's were being discharged into receiving waters such as streams, brooks, and marine estuaries during storm events when stormwater combined into sewage pipes that quickly overwhelmed the collection system. These hydraulic outlets (CSO's) were built into the system to relieve the damage of flooded basements across the city. The program is part of the city's MEPDES permit and has been consistently upgrading and improving the collection system and treatment plant with the goal of removing the remaining 6 CSO's. The program has spent approximately \$35 million dollars to date in improvements. There are six years remaining of an 11 year Implementation Schedule currently in place.

### **Tours & Information**

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 systems operations and maintenance. Group presentations of the entire water quality system are available from the Stormwater Program Coordinator.

If you would like more information our number is 767-7675. 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.