



The Town Of

GLASTONBURY



ANNUAL REPORT
2012-2013



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**Glastonbury's Town
Manager and Town
Council 2013-2015**



Front Row: Jill Barry; Stewart Beckett, Chairman; Lawrence J. Byar; Karen Boisvert; Richard J. Johnson, Town Manager. Back Row: Whit Osgood, Vice Chairman; Kurt P. Cavanaugh; Thomas P. Gullotta; Timothy P. Coon; William T. Finn

Facts & Figures

Location

Glastonbury is located ten miles southeast of Hartford, south of Route 3 and east of the Connecticut River and Interstate 91.

Area

52.5 square miles, 33,600 acres

Population

Approximately 34,427

Land Use

Principally residential (approximately 60% of land area) with suburban to rural densities, geographically compact commercial/employment district (approximately 15%) and significant open space comprising water company, State forest and Town lands (25%).

Form of Government

Town Council, Town Manager, Board of Finance

Regionalism

Glastonbury is served by the Central Connecticut Regional Planning Agency and the Capitol Region Council of Governments.

Town Hall

2155 Main Street
Glastonbury, Connecticut 06033
Located one quarter mile south of Hebron Avenue on the west side of Main Street.

Tax Rate

30.5 mills July 2012
35.1 mills July 2013

Number of Voting Districts

Eight

Net Grand List

2011 — \$4,207,613,915
2012 — \$3,808,346,358

State Representatives

Dr. Prasad Srinivasan (R)
860-240-8761
Joe Diminico (D)
860-240-8585

State Senator

Steve Cassano (D)
860-240-5302

U.S. Congressmen

Rep. Joe Courtney (D)
860-886-0139
860-741-6011
Rep. John Larson (D)
860-278-8888

U.S. Senators

Sen. Richard Blumenthal (D)
860-258-6940
202-224-2823
Sen. Christopher Murphy (D)
860-549-8463

Town Government

Town Manager
Richard J. Johnson

Town Council 2011-2013

Stewart "Chip" Beckett III,
Chairman (R)
Whit C. Osgood, Vice Chairman (R)
Karen Boisvert (R)
Jill Barry (D)
Lawrence J. Byar (R)
Kurt P. Cavanaugh (R)
Timothy P. Coon (D)
William T. Finn (R)
Thomas P. Gullotta (D)

Message from the Chairman



Dear Residents:

Weather events were again a major topic for our town. We escaped severe damage from Hurricane Sandy but did have a severe microburst and a record snowfall. Fortunately, most of the town was not without power for these events, and so the disruption was minimal compared to past years. We have been 10 months now, so hopefully we have clear sailing from weather events for a while.

Glastonbury has had another successful year enhancing resident's quality of life while having a growing population of residents and businesses. The biggest project of all is the start of construction of the Riverfront Boathouse with the associated river access for personal water recreation as well as formal interscholastic competitions. The traffic on Welles St. has greatly increased with many observers all checking site progress regularly.

Main St. repaving and new traffic light systems are being installed to assist with a smoother entrance to town with an enhanced light system that should allow an easier ride through our main commercial area. The Federal Air Congestion Mitigation Funding is specifically to minimize idling at lights and seeks to make the roads handle

the traffic on them in the most efficient manner allowing improved air quality. This will combine with the scheduled reconstruction in 2014 of the House/Harris/Griswold St. intersection to greatly decrease traffic congestion in our entire downtown corridor.

Hearth Homes has started construction of their newest assisted living/Alzheimer's unit next to the Gateway medical complex. The lot next door was also sold for another medical service provider, largely completing the sale of available property in the Gateway Industrial Park area. We are all very pleased to have this property provide so much high quality medical service to both our residents and the surrounding east of the river region.

Zoning rules for our town center have been amended to enhance the economic vitality and personal interest of our center. We have had several excellent restaurants come into Glastonbury over the last several years. We hope to make that area our residents' favorite spot to not only dine, but shop and work too.

Glastonbury was reaffirmed in deserving its triple A bond rating from both Moody's and Standard and Poor. We all are very proud of the designation, but the real value is

the recognition the rating gives to the excellent and hard work our town staff does to operate the town in an efficient and effective manner. It really shows why Glastonbury was selected as the number 1 town in the region last year. We were again able to manage improvements in town infrastructure, maintenance of what we already had, and yet still maintain a budget in-line with the consumer price index of the area.

Finally, Glastonbury has long been a leader in energy efficiency and alternatives. This year saw the introduction of solar power cells on some major rooftops as well as ground mounted solar for the first time. The annual savings of these systems are projected to exceed \$110,000 annually with no capital cost to the Town while limiting carbon dioxide and other pollutants from our atmosphere.

A handwritten signature in blue ink, appearing to read "Stewart (Chip) Beckett III".

Stewart (Chip) Beckett III
Chairman, Glastonbury Town Council

Town Manager's Report

Dear Glastonbury Resident,

As in prior years, I am pleased to have this opportunity to recount some of the many successes and accomplishments of a highly productive year. After reading the reports presented over the following pages, I am confident you will agree that 2012-2013 was another great year in Glastonbury.

- Glastonbury continues to be recognized as a statewide leader for energy efficiency and alternate energy projects and initiatives. Solar PV systems are installed or to be installed at a variety of Town and School facilities. These systems will generate approximately 1.25 million kWh annually with estimated yearly savings of \$116,000. The State of Connecticut Power of Change program recognized Glastonbury for energy efficiency projects at Town Hall, Buttonball Lane School and the Wastewater Treatment Plant. Utility rebates for energy efficiency projects now total over \$600,000, 20 natural gas fueled vehicles are integrated to the Town fleet, Town and School facilities qualify for EPA Energy Star designation and the Town purchased approximately 770 MWh of wind generated power over the past year.
- As reported last year, the storms of late August and October of 2011 presented a variety of operational challenges to the Town. This included town-wide debris clean up following Winter Storm Alfred. The initial cost for debris collection and transportation was estimated and funded by the Town at \$2.5 million. Through detailed recordkeeping and effective project management debris collection was completed within available funding and Glastonbury received approximately \$2.5 million in FEMA and Federal Highway Administration reimbursement thereby fully offsetting Town costs.

- Glastonbury's tradition of successful budget and financial management was again recognized by Moody's Investors Service and Standard & Poor's by reaffirming Glastonbury's Aaa and AAA bond ratings. The Government Finance Officers Association again recognized Glastonbury with the *Certificate of Excellence in Financial Reporting* and *Distinguished Budget Presentation*.

Refinancing of previously issued long-term debt has now reduced prospective Debt Service costs by a combined \$3.4 million. Additional refinancing opportunities are under review.

- Work on the Riverfront Park Phase 2 project has started to include a riverfront boat house, access to the Connecticut River and a variety of other recreation opportunities. Approximately 30% of project costs will be funded through state and federal grants, and community donations. Additional grant opportunities and community support pending. The project is scheduled for completion by late summer 2014.

- Efforts continue to identify and successfully receive state and federal grants for Town programs and services. Recent grant awards for the Riverfront Park, road and bridge work, energy efficiency, building renovations and open space total in excess of \$16 million. Over the past 4 years combined grants to Glastonbury total in excess of \$26 million.

- Work also continues throughout the Town organization to identify and implement cost savings/avoidance initiatives. Over the past year these efforts totaled over \$3 million in Capital acquisitions, ongoing operations, emergency response, energy purchases and other similar initiatives.



- High quality economic development continues within the Gateway area off Western and Eastern Boulevard. Work on the Hearth Management elderly living/care facility is well underway and scheduled for completion in 2014. The 135,000± square foot medical office campus located off Western Boulevard is thriving and the Town has sold additional 8± acres for construction of 45,000± square feet of new Class A medical facilities. Construction of the initial building is underway. Sale of town-owned land within the Gateway area has totaled almost \$8.5 million to date.

- Land acquisition and preservation continues as a high priority with several important acquisitions completed over the past year and negotiations finalizing on other proposed purchases. This includes acquisition of 16+ acres of open space and 8.7± acres of riverfront land in South Glastonbury, and purchase of smaller properties located adjacent to existing Town facilities and schools.

A look ahead to the coming year identifies a number of continuing projects and initiatives. The Riverfront Park Phase 2 project will be complete in late summer 2014. High quality economic development will continue within the Glastonbury Gateway area and through a variety of important projects within the Town Center. The Main Street Traffic Signal project will move forward over late 2013 and early

Continued

Town Manager's Report, *continued*

2014; school redistricting will be a topic of discussion, and a variety of important infrastructure care and maintenance projects will proceed. Efforts will continue to acquire and preserve land as opportunities arise. New initiatives for energy efficiency, alternate energy and operating cost efficiencies will be identified and implemented. In short, a busy and

productive year is forecast. The successes and accomplishments noted above and throughout this report result from the time, talents and dedication of many. As always, my thanks and appreciation to members of the Town staff for their good work throughout the year. These efforts are greatly appreciated. The Town Council

is also thanked for their continued support of Town services and programs. My thanks and appreciation as well to the many others that help make Glastonbury such a great community.

Sincerely,



Richard J. Johnson
Town Manager



Probate Court

I am now beginning my tenth year as the Judge of the Glastonbury-Hebron Probate court. This will be my last year of service as shortly after the next election cycle, if I were fortunate enough to be re-elected, I will reach the mandatory retirement age for Probate Judges. By ending my service at the time of a regular election, it will be possible for our communities to select a new judge at a regular election rather than enduring the time, disruption and expense of a special election. I will leave office with mixed emotions. I am very pleased and proud of our Probate Court and the service it provides and I have truly enjoyed acting as the judge for the past decade. I will miss the opportunity to serve my community. On the other hand, a fresh voice and new energy will serve the Court and our communities well as the Court's responsibilities and reach continue to expand.

The Probate Court will continue to operate to benefit our communities with a more personal, more responsive atmosphere than traditional state courts. Responding to an urgent family or children's issue or acting to secure and protect the rights and safety of our citizens will continue to be a significant part of the Court's ongoing responsibilities. The Court will continue to provide the best possible service to our communities.

Decedent's estates constitute a great part of the Court's workload. Last year we processed 242 new decedent's applications. Conservatorships are also a significant part of the Court's business. Conservatorships are challenging and potentially controversial by their very nature. The Court acts with great caution to limit a person's rights and independence. If an appointment is made, my goal is

always to meet a person's needs by the least intrusive, least restrictive method possible while providing safety and security to the individual. To impose conservatorship on an individual, a petitioner must demonstrate to the Court by clear and convincing evidence that the individual is no longer capable of managing his/her affairs, personal, financial or both.

Publications addressing many questions regarding various probate matters are available at the Court or through the State of Connecticut's website: jud.ct.gov, then select: Courts, Probate, Publications.

The overall workload of the Court remains constant. The following new files were opened in the past twelve months:

Continued . . .

Probate Court, *continued*

Decedent's Estates:	
Full Estates	131
Affidavit in Lieu of Administration	45
Tax Purpose Only	32
4a-16	33
Conservatorships	15
Name Changes	15
Adoptions	9
Guardian of Person	10
Guardian of Estate	16
Guardian of the Intellectually Disabled	6
Termination of Parental Rights	4
MINC (Non-Committed Children)	4
Appointment of a Statutory Parent	3
Total New files	324

Passport processing is done at the Court every business day from 12 noon until 4:00 p.m. In order to accommodate families, the court does process passport applications until 6:30 p.m. on Tuesday evenings. This year, we processed 1,378 passport applications, an increase of 3% over the prior year. If the Court's hours of passport processing are not suitable to your schedule you can locate a Passport Acceptance Facility by your zip code. You can find the closest locations of up to 250 facilities or you can choose locations within 10 and up to 250 miles of your chosen zip code.

The Glastonbury-Hebron Probate Court is an active participant in the Hartford Regional Children's Probate Court serving children and their families in 28 municipalities with 11 probate judges participating. The regional children's courts are designed to better serve families in crisis. I have been well-pleased with the services that this innovative court provides to families in crisis. The success of the courts is largely due to addressing several key elements: developing a family plan; reaching at-risk children; early

intervention; collaboration and long-term monitoring.

I continue to hear the matters that affect the residents of Glastonbury and Hebron in the Children's Court. The matters that will be heard in Hartford are: Immediate Temporary Custody/ Temporary Custody, Removal of Guardian, Co-Guardian, Reinstatement of Parent as Guardian, Termination of Parental Rights (non-agency), Emancipation of a Minor, Voluntary Services (MINC) and Paternity.

I fully endorse the statement of Lt. Governor Nancy Wyman, a longtime supporter of the Probate Court System when she reflected on the benefits of the Children's Court by stating: "The Probate Court is the easiest, most comfortable court in which to deal with a problem. You're all sitting there, talking through the issues. Probate judges give the courts a local feel; the judges are right there with the people who really need them. Having this kind of court with children makes it special. When you are touching the lives of children and their families and helping them have a better life, you're making things better."

We continue to improve the public's access to probate records. Public information in a probate file closed within the past 18 months can be viewed on a specific computer located in the Town Hall corridor near the Court. We are well on the way to creating a full electronic record of all public volumes of Probate Records.

I have continued to hold hearings at the Hebron Town Hall as a convenience for Hebron residents.

In an effort to be fully up-to-date, my staff and I continue to pursue available educational opportunities regarding probate matters.

As I begin my last year of service as Probate Judge, I once again thank you for the privilege of serving. My staff and I make every effort to be of service to the residents of Glastonbury and Hebron.

Respectfully submitted,



Peter J. Alter
Judge of the Glastonbury-Hebron
Probate Court

Town Attorney

Shipman & Goodwin LLP served as Town Attorney to the Town during 2012-2013.

The attorneys at Shipman & Goodwin have continued to provide legal representation to the Town, its employees and officials through the year on all legal matters referred by the Town to the firm on a wide range of matters, including contract, land use, transactional and litigation matters. The firm has also handled the day to day requirements of providing legal opinions and advice to the Town. The firm has represented the Town in tax appeals and land use matters. We have been actively involved in providing counsel and advice to the Town regarding its pension plan and police matters. The firm has also represented the Town in various real estate closings. Our attorneys continue to handle labor contract matters and provide counsel to the Town on various employment issues.

We wish to express our appreciation to the Town for continuing to choose Shipman & Goodwin LLP to serve at the Town Attorney.



Members of Smith Middle School's Unified Theater program celebrate their performance.



2012 USA Olympic athlete Donn Cabral visits students at his elementary alma mater, Hebron Avenue Elementary School.

Board of Education

During the 2012-2013 school year, Glastonbury Public Schools strove to achieve our goals of promoting high achievement for all students, ensuring the support, growth, and accountability of all staff members, and building a 21st century learning environment. It was a busy year as full day kindergarten and a new magnet school and planetarium were all introduced. In addition, staff members prepared to introduce one-to-one computing at the high school, Naubuc School was selected "Elementary School of the Year," and school security was assessed and upgraded in response to the unthinkable events at Sandy Hook Elementary School in December.

Noteworthy Accomplishments in 2012-2013

Student Achievement

An extraordinary number of students from the Class of 2013 were named National Merit Scholarship Semifinalists—seventeen! Semifinalists are the highest scorers on the PSAT/NMSQT in each of the 50 states and represent less than 1% of each state's high school seniors. An additional twenty-five students from the Class of 2013 received Letters of Commendation for their achievement on the PSAT/NMSQT. Our five year trend continues to show Glastonbury's Critical Reading, Math and Writing SAT averages are consistently and significantly above the

state and national means. In May 2013, a total of 852 Advanced Placement Tests were taken by 539 students. A total of 85% of all AP tests taken resulted in student scores of 3 or better. Stellar performance (90-100% of students earning scores of 3 or better) was seen on 12 of the 21 AP tests, specifically, Physics B; Physics C Mechanics; Physics-Electricity & Magnetism; Calculus AB; Calculus BC; Statistics; English Language; English Literature; Chinese Language; Latin; French Language; and Micro Economics. In total, 74 students were recognized as "AP Scholar," 47 as "AP Scholar with Honor," 70 as "AP Scholar with Distinction" and 14 as "National AP Scholar." Overall, 96% of the Class of 2013 will be attending two or four-year colleges.

Full Day Kindergarten

Our district introduced a full day kindergarten option this year and nearly all families selected to send their kindergarten students to school for the full day. Due to the careful planning and preparation of our staff members, the transition to the full day kindergarten program was smooth and highly successful. Throughout the year, over and over we heard that the new program provided teachers and students with "the gift of time"—more time for reading, writing, math and science and, equally important, more

time for our youngest students to develop socially and to become full members in all school-wide events and activities. Together, both measurable data and the kindergarten teachers' perceptions provide powerful evidence that full day kindergarten is improving student achievement and providing opportunities for relaxed exploration, deeper comprehension, and exciting independent discovery.

New Magnet School & Planetarium

The Glastonbury-East Hartford Elementary Magnet School welcomed students through the doors of its new building on Oak Street in August. At the new location, nearly 400 elementary students from Glastonbury, East Hartford, and Hartford enjoy a modern, updated facility that highlights the school's focus on science, technology and global studies. While the magnet school is managed by the Capitol Region Education Council (CREC), Glastonbury Public Schools provides food and custodial services financed through the magnet school's budget. Glastonbury also oversees the new school's planetarium operations. Following the planetarium's grand opening ceremonies in the spring, our Board of Education and staff began preparing for student programming and developing planetarium policies,

Continued . . .

Board of Education, *continued*



An extraordinary number of GHS students from the Class of 2013 were named National Merit Scholarship Semifinalists—seventeen!

procedures, and pricing for public use of the facility. The first public shows offered in the summer of 2013 sold out immediately. We are proud that the magnet school and the planetarium have both quickly become yet another highlight of our great town.

One-to-One Computing Preparation

Glastonbury High School (GHS) staff prepared this year for our new one-to-one student computing initiative which will be implemented next school year. GHS staff practiced and planned for a more interactive teaching approach as next year tablets will be distributed to each freshman and sophomore and to each member of freshman class thereafter. The exciting initiative promises a wide range of educational benefits for our high school students preparing for the demands and opportunities that await them after graduation. One-to-one computing moves our district beyond the passive lecture/note-taking classroom presentation with access to creative digital resources that engage students and provide for different learning styles and abilities. Instructional emphasis is shifting from memorizing facts and

rote recall to the 21st century skills of learning how to validate and organize information, communicate, collaborate, and problem solve.

Elementary School of the Year

Naubuc Elementary School was selected by the Connecticut Association of Schools (CAS) as their 2012-2013 Elementary School of the Year. The award publicly recognizes an outstanding CAS member elementary school for providing exemplary programs that meet the needs of students. This prestigious and coveted recognition is well-deserved by Naubuc School which has always focused on supporting its active and diverse community of learners.

School Security

Our entire school family grieved the loss of life and innocence as a result of the incomprehensible violence that occurred at Sandy Hook Elementary School in Newtown, Connecticut in December of 2012. The first and most important priority of our school system is the safety of students and staff. Following the Newtown tragedy, our district took several steps to improve the

security of our schools. In addition to hearing from many parents and citizens, we conducted a security audit of our schools and consulted with security experts and town leaders. While there is no guarantee of 100% security, we have taken important measures to make our buildings more secure in order to stop or slow down a violent intruder and to notify police more rapidly if needed.

Security upgrades approved by the Board of Education, Town Council and Board of Finance included a swipe card entry and buzz-in intercom system, resistant glass, panic buttons, and classroom door locking mechanisms. We will also hire security guards at our elementary schools and Gideon Welles School. Security guards have already been in place at the middle and high schools for many years. Each school building has unique features that were considered as part of our comprehensive security plan. We are confident that we will be able to maintain both a welcoming and a safe environment in each building and we call on our entire community to keep children safe by reporting any safety concerns to school officials.



The Teen Center's garden plot



Awesome Adventure Camp

Parks & Recreation

The Parks and Recreation Department continues to provide a wide variety of recreation opportunities that enhance the quality of life in Glastonbury. Town sponsored programs, public parks and open space work together to meet the diverse needs and interests of the community and its members.

Special events continued to be one of the highlights of the year. They are many and varied. Santa's Run, the 3.5 mile road race co-sponsored with Quality Name Plate and the Nutmeg State Federal Credit Union continues to be a well attended family holiday tradition in Glastonbury. The annual Fishing Derby, Hershey's Track & Field Program, Senior Citizen's Picnic, Town Band Concerts, Children's Holiday Performances, Summer Music Festival, school vacation ski trips, and Pooch Pageant continue to be well received.

Other programs, for residents of all ages, are as varied as the interests of the town's population. The outdoor swimming areas, Eastbury Pond and Addison and Grange pools, continue to be popular destinations during the dog days of summer. Numerous competitive sports opportunities are offered for youth and adults alike including tennis lessons, junior team tennis, swim team, youth basketball, co-ed soccer, men's, women's and co-ed softball, gymnastics and volleyball. Opportunities that contribute to a healthy lifestyle include adult exercise class, aerobics, Pilates, yoga, senior citizen exercise and fun runs. New classes were offered that help residents focus on living a healthy lifestyle and wellness including organic gardening, canning, sustainable gardening and wellness workshops.

The renovation of the rear wing of the former Academy School has enabled the Town to expand its fitness programs especially during daytime hours when access to public schools is limited. New classes include Interval Training, Mat Pilates, and Core Balance.

Efforts continue to provide Glastonbury youth and teens with options for positive alcohol free alternatives. The Coffeehouse Program was resurrected in May with one successful event. Additional events are being planned for the 12-13 school year. The Teen Center cultivated a garden plot growing lettuce, cucumbers

and other vegetables and herbs. The Teen Center continued its annual blood donor drive and "Locker Room" Program to recycle gently used sports equipment and uniforms.

The new Glastonbury East Hartford Elementary Magnet School opened in September. Department staff will be responsible for care and maintenance of the school grounds including the new athletic field, children's playgrounds, and landscaped areas. This brings the total of school properties maintained by the parks staff to nine. Another notable change was the construction of a new combination press box/storage building/dugout by the Glastonbury Little League at Ross Field. The new facility fits nicely in with the character of the site.



Camp Sunrise



Waterslide

Continued . . .



Santa's Run



Healthy Snack Series

Parks and Recreation, *continued*

New docks were installed at the Eastbury Pond swimming area. A comprehensive effort was also made to replace several trees, damaged by winter storms Irene and Alfred, in public parks. Winter storms proved to be quite a challenge, especially the February blizzard that dumped 32" of snow in Glastonbury within 24 hours. Town staff, emergency responders, and local businesses worked together to restore normal business operations as quickly as possible despite very challenging conditions.

Looking ahead, several other projects are on the horizon for implementation in the next 12-18 months. Using a \$250,000 Small Town Economic Assistance Program Grant from the State, a plan has been developed for improving public access to recently acquired open space parcels. The former Longo Farm on Hebron Avenue has been identified as a high priority and construction of a new access drive, parking, and trail improvements are anticipated in 2014. When demolition work is completed at the former Slocumb property, a new parking area and public access to the open space will be built. Parking and access improvements are also planned for the former Grayledge Farm and Arbor Acres properties in east

Glastonbury. After a successful public referendum in November, construction of Phase 2 of the Riverfront Park began in June and is expected to be complete late summer 2014. A total of \$4,042,000 in grant funds has been awarded by the State to help offset project costs. Local support groups have committed \$320,000 towards project costs. As envisioned, the project will include a river walk, scenic overlooks, boathouse, public boat launch, picnic areas, restrooms, children's playground, basketball court, and open lawn areas for special events.

Plans are being made to renovate the

Park Maintenance Garage in an effort to increase operational efficiencies. The facility, which has not been updated since 1984, is the hub of park maintenance operations. Construction is expected to begin in Spring 2014.

Many thanks to the dedicated staff, boards and commissions, community service clubs, private businesses, donors, and volunteers, whose contributions make Glastonbury a great place to live, learn, work and do business.



Work on the Riverfront



Ukelele Sing

HUMAN SERVICES

Senior and Community Services

The Senior and Social Services Division of the Human Services Department operates as a community focal point for the coordination of multi-purpose services and programs, for persons living independently or with families in the community. The Senior and Community Services Division services individuals of all ages in order to promote independence, personal enrichment, and an enhanced quality of life. Offices are located in the new Riverfront Community Center.

The principal programs, services, and activities offered are:

- Outreach Social Services to Seniors, Disabled Adults and Financially at Risk Residents
- Senior Center Programs
- Dial-A-Ride Transportation
- Senior Lunch Program
- Friendship Circle Social Model Day Program
- Extensive Outreach & Program Volunteer Opportunities
- Tax Relief
- Energy Assistance
- Holiday Giving Programs
- Back-to-School Supplies & Services

Senior Services provides a wide variety of services and programs to Glastonbury's older residents. The Dial-A-Ride program provides accessible in-town transportation for seniors

and disabled adults. The department also offers seniors a nutritious lunch program Monday through Friday. The Senior Outreach Program helps frail and homebound seniors access information and services needed to remain independent in the community. The Senior Center offers a variety of town-sponsored cultural, recreational and wellness programs at the Riverfront Community Center. The Friendship Circle is a program for frail seniors that offers stimulating mental and physical activities in a structured, supervised setting. Information on services and programs for seniors is available through a monthly newsletter, *The Sharing Tree*, which is available online and by mail.

The Senior Services Volunteer Program helps the community face the challenge of providing necessary services with limited resources. Approximately 130 volunteers donate their time and talents to offer a wide of services that benefit the Glastonbury seniors.

Social Services strives to promote the well-being, self-sufficiency and quality of life among Glastonbury residents by administering various programs and initiatives which provide individuals and families with the necessary support and opportunities to realize their fullest potential.

Continued . . .



Halloween Luncheon

HUMAN SERVICES

Senior and Community Services, *continued*

Some of the department's accomplishments of the past fiscal year include the following:

- Provided 12,142 units of Outreach Social Work Services to more than 1400 Glastonbury residents and their families. This program assists individuals in need to maintain their physical, social and financial independence by providing information, referral and assistance.
- Provided 19,633 rides to senior and disabled adults through the Dial-A-Ride program.
- Provided food and gifts to 160

families with children through the Thanksgiving Basket and Holiday Toy Shop Programs.

- Served 622 individuals/families through the Glastonbury Food Bank.
- Substantially increased revenues generated by rental fees to offset the operational costs of the Riverfront Community Center.
- Successfully achieved reaccreditation status by the National Institute of Senior Centers (NCOA).



HUMAN SERVICES

Youth and Family Services

Glastonbury Youth and Family Services coordinates, supports and delivers service to youth and families in the Glastonbury community with children and young adults under the age of twenty-one. Our mission is to serve Glastonbury youth and families by exceeding client expectations by providing positive development opportunities to empower youth and their families. Youth and Family Services has four program areas: Clinical Services, Creative Experiences, Outreach Services, and Substance Abuse Prevention Services.

This year **Clinical Services** provided counseling services to 1,281 individuals and 452 families. Throughout the year the staff conducted eighty-five student groups at both the elementary and secondary school levels: offered six Parent Education and Support groups and workshops for parents of elementary-aged children and parents of adolescents; and provided one hundred and fifty-six classroom/playground presentations on a variety of positive youth development topics. One program Teen Action and Adventure Group

(TAAG) is an adventure-based program for boys and girls that promoted and supports personal growth through adventure-based programming. Participants learn the skills of group teambuilding and problem solving, while participating in low and high ropes courses, hiking, orienteering, canoeing and rock climbing. Clinical Services has begun a new program,



Continued . . .



Teen Action and Adventure Group (TAAG); Above: Cooking at The Welles Village Expressive Arts Program

Youth and Family Services, *continued*

Circle of Security Parenting Program, which provides a roadmap that helps caregivers more easily recognize and respond to the needs of their children

Creative Experience

Creative Experiences offered *The Wiz*, *Grease* and *Hercules* for its theatrical productions this year. Additional weekly programs included: *The Peace Jam Ambassadors*; who study the life and work of a Nobel Peace Laureate and the strategies that are used to address pressing global issues. The group's Global Call to Action project was dedicated to issues of hunger, where the group advocated for a summer food program for low-income areas. The *Youth Services Action Group (YSAG)*; a service learning program involving students in grades 7-12 met weekly to plan and execute community service projects. *The Welles Village Expressive Arts Program* celebrated its eighth year with high school mentors meeting weekly with 48 Welles Village students grades K-8 to complete homework, cook meals, execute art projects and exercise outdoors. *Pass It On*; a student run community television program, interviewed people with educational, informative and entertaining programs, as well as ran a sports show, all of which is made available to our community on a public access channel. *Odyssey of the Mind*; a team of college aged students worked together to solve spontaneous, out of the ordinary problems, using critical problem solving skills, teamwork and creativity. *Intergenerational Programs* were offered to continue develop a sense of community in our town. Some of those programs included The Intergenerational Café, Volunteer Recognition and work for the Glastonbury Food and Fuel Banks.

Outreach Services provided on-site programming at Glastonbury high School, Smith Middle School and



The cast of Hercules performs for the final night.

Welles Village. The outreach workers provided short term individual support services to students at the middle and high school during the school year. In addition, numerous informal contacts were made in the school cafeteria and hallways.

The High School Outreach Services worked with adolescents through various programs such as Peer Education, Peer Support, Peer Mediation, and Time Management. The Middle School Outreach Services worked with adolescents and children through the social skills groups, support groups, in-school presentations, after-school programming, and Peer Mediation.

The summer of 2012 marked the 22nd year for the W.A.C.Y. Program. Welles Village Activities Council for youth is a summer activity and leadership training program for youth ages 7-18 living in Welles Village. The program continues to be a collaborative effort between Youth and Family Services, the Housing Authority and Police Department-youth Division. Daily activities included arts and crafts, sports, games, and special themed days and field trips.

Substance Abuse Prevention Services monitors and coordinates community substance abuse prevention and intervention initiatives and programs. This includes youth



The Odyssey of the Mind team hard at work.

prevention and educational programs, parent/adult substance abuse education programs, and senior education programs. The Prevention Coordinator is available to provide professional development and education to community groups upon request. Substance Abuse Prevention Services works in collaboration with the Glastonbury Schools, Law Enforcement, Glastonbury Alcohol and Drug Council (GLAD), various Town Departments, and community members town-wide to address substance abuse among the Glastonbury youth. The Substance Abuse Prevention Coordinator works closely with the Youth Advisory Council (YAC), a group of 8th -12th grade community leaders and Leaders Engaged in Action Projects (LEAP), a group of 7th and 8th grade community leaders to bring and spread the prevention message to the middle and high school and community at large. Glastonbury Youth and Family Services, the Glastonbury Health Department, the Glastonbury Police Department and the DEA held a Prescription Drug Take Back at the Riverfront Community Center.

Glastonbury's Public Libraries



Welles-Turner Memorial Library

The Welles-Turner Memorial Library offers a wide variety of programs and services to help inform, educate and enrich the community. Last year 368,534 people visit the library in-person and 186,422 visited online via the Library's new and improved web site: www.wtmlib.info.

The collection contains approximately 154,000 items including books, magazines, music CDs, DVDs, puppets and games. Last year library patrons borrowed 477,786 items. Our large digital collection offers valid Welles-Turner Memorial Library card hold access to eAudio, eBooks, magazines, movies and music. Users downloaded 16,790 titles. New digital services include *IndieFlix*, a collection of award-winning independent films and *Zinio*, digital magazines that can be easily viewed on any Internet-enabled device.

Professional librarians are available during regular business hours to help the public with their information and readers advisory needs. This year the Reference staff introduced the popular **Book a Librarian** program. Users may sign up for 30 minute sessions with a librarian to learn how to use an eReader, search the library catalog, help with your research, access genealogy

information, navigate databases or tackle any other library-related topics.

The Children's Department offers a wide variety of materials, programs and services for children, birth through Grade 6. It includes story times, summer reading programs and other special events. A popular program, the Nutmeg Club is for students in Grades 4-6, and parents, too! Participants are encouraged to read all 10 nominees and participate in monthly book discussions and other related activities.

This year's Summer Reading Program, **Think Big-READ!** attracted 1,037 children of all ages. During the six weeks of the program they read 17,538 books. The adult and teen's Summer Reading Programs, **'Mid Summer Nights - READ!** engaged 117 and 190 participants respectively.

Welles-Turner Memorial Library

Telephone: 860-652-7719
2407 Main Street, Glastonbury
Web Page: www.wtmlib.info

Hours:

Sunday, 1–5 p.m. (closed during the summer); Monday, Tuesday & Thursday, 9 a.m.–9 p.m.; Wednesday, 12 noon–9 p.m.; Friday, 9 a.m.–6 p.m.; Saturday, 9 a.m.–5 p.m.

The Library Director serves as the liaison to the Library Board, Friends of the Library and the Second Century Fund.

Accomplishments, 2013

- Participated in East of the River Reads with eight other towns. Read *The Lifeboat* by Charlotte Rogan, Ms. Rogan visited in October 2012.
- Hosted visits and author signings for Hanna Perlstein Marcus, author of *Sidonia's Thread* on January 27, 2013 and Bob Steele, author of *The Curse: Big-Time Gambling's Seduction of a Small New England Town* on May 5, 2013.
- Launched *Atomic Training*, online tutorials for popular computer software, GymAmerica, an online health and personal training program and *Novelist Plus*, a reader's advisory program.
- Sponsored the 25th Annual Pre-School Art Show in March 2013.

South Glastonbury Public Library

The South Glastonbury Public Library, incorporated in 1926 as an all-volunteer library, is located in a former Methodist church building at 80 High Street. Built in 1828, it is the oldest church building in Glastonbury and is listed on the National Register of Historic Places. From 1828 to 1920 it served,

Continued . . .

Glastonbury's Public Libraries

Continued

intermittently, as a Methodist church for the local South Glastonbury mill families. From 1910 to 1923 the building was used only for summer church services. In 1926, a neighbor, Miss Amy Pratt, proposed that the building be used as a library and obtained permission from Mrs. Helen Walsh Thompson, who had recently purchased both the church building and the adjoining Bates Tavern, to open a library in the former church. The first meeting was held Dec. 19, 1926 and the library has been growing ever since.

For the past 88 years, this unique library has been staffed, managed and maintained solely by volunteers. Dedicated Glastonbury citizens have taken great pride in meticulously maintaining our historic building, lending library and community meeting place. We have a large collection of fiction and non-fiction books for both children and adults as well as a wide selection of large print books. New releases are often available without long waiting lists. We also subscribe to an extensive collection of periodicals. The majority of our financial support comes from our annual fund drive in addition to an annual grant from the Town of Glastonbury.

In 2013 the library was closed temporarily following the discovery of failing underlying roof supports. A company specializing in historic preservation installed new steel support beams and permanently stabilized the roof. Thanks to overwhelming community donations and grant support, the library re-opened in December 2013.

South Glastonbury Public Library

Telephone: 860-633-4793
80 High Street, South Glastonbury

Hours:

Sunday, 2–4 p.m.; Monday, Wednesday, & Thursday, 1:30–3:30 p.m. and 7:00–8:30 p.m.



South Glastonbury Library



East Glastonbury Library

East Glastonbury Public Library

The East Glastonbury Library, affectionately known to residents as "Little Red", is located at 1389 Neipsic Road. The library was incorporated in 1960 as a Connecticut non-profit corporation, and was founded by parents of children attending the newly opened Eastbury Elementary School. At the time, Little Red was opened to provide a library for the school.

Little Red was built in 1889, as a one-room schoolhouse. In 1900, a second room and foundation were added. Eight grades were taught in the school, four grades and one teacher in each room. In 2002 the building was declared a Historic Building by the State of Connecticut.

Little Red has grown over the years, and is now a full service library serving the entire Glastonbury community. It is staffed completely by volunteers and funded by the Library Board of Directors, an active Friends group, an annual grant from the Town of Glastonbury and by private gifts and donations. The Friends hold a used book sale every fall and a Book, Bake and Bric-a-Brac sale every spring to raise money to purchase books for the Library. During the year, over 700 new books were added to the collection.

The front room is home to a collection of adult and teen fiction

and non-fiction, magazines and local newspapers. Most best-selling books are available, along with travel books, cookbooks, reference books, biographies, a large selection of mysteries and large print books. Anyone with a valid CT library card can check out books. The back room houses an extensive collection of children's books including the popular Nutmeg award winners.

Many classes from Eastbury School use the library on a weekly basis. In 2012, Eastbury's two full day kindergarten classes started visiting the library for the first time to enjoy story time and the opportunity to check out books. The library sponsors two weekly book study groups and is also a meeting space for town groups including local Girl Scout troops. Also new this year was the addition of a pergola on the library grounds, donated in memory of a longtime patron and friend of the library. In 2013, a free WiFi service was installed in the library.

East Glastonbury Public Library

Telephone: 860-633-5637
1389 Neipsic Road, East Glastonbury

Hours:

Monday, 1–4 p.m. and 7–9 p.m.;
Tuesday, 9 a.m. – 4 p.m.; Thursday,
9 a.m. – 4 p.m. and 7–9 p.m.

Facilities Maintenance & Services

The Facilities Maintenance and Services Department is responsible for operations, maintenance, management, and construction of over 289,000 square feet of facilities as well as management of design and construction of all municipal building projects. The Department performs or manages preventative maintenance, custodial services, and project design and construction management using skilled in-house staff and contracted service providers. The Department also manages over \$1.5 million in utility and communication accounts for all Town facilities and executes energy management initiatives.

In addition, the Department is responsible for bidding, managing, and inspecting a variety of contracted services and vendors for all Town agencies.

All public building projects are managed by the Department, which also provides staff support to the Public Buildings Commission.

- Recipient of US EPA Energy Star award for the sixth successive year for energy efficiency of Town Hall.



A high level meeting

Highlights from the previous year include:

- Maintained Town Operations through recent storm events.
- Initiated and developed additional Solar Electric projects on Town and Board of Ed facilities.
- Installed energy efficient LED lighting for the parking lot at Welles Turner Library and the Community Center.
- Provided design and installation services for a complete upgrade of the Animal Control office.
- Managed the:
 - ~ Replacement of antiquated boilers and heating system with energy efficient system at Hebron Ave School.
 - ~ Upgraded Academy heating, ventilation and air conditioning units.
 - ~ Relamped buildings with higher efficiency, low mercury luminaires.
 - ~ Installed infrared heaters and replaced aged boilers with higher efficiency units in Fire Companies.
 - ~ Completed Retro-Commissioning of Town Buildings.



Lino inventing light.

PULL OUT AND SAVE FOR 2014

Our Town Officials

Town Manager
Richard J. Johnson

Chief of Police
David Caron

**Community Development
Director**
Kenith E. Leslie

**Director of Finance and
Administrative Services**
Diane M. Waldron

Director of Human Resources
Patricia C. Washington

**Town Engineer,
Manager of Physical Services**
Daniel A. Pennington

Director of Building Services
vacant

Assessor
Nicole Lintereur

Assistant Town Engineer
Stephen A. Braun

Building Official
Peter Carey

Civil Preparedness
Robert F. DiBella

Collector of Revenue
Norman Z. Rosow

Controller
Nina R. Cousins

Director of Health
David W. Boone

**Director of Parks and
Recreation**
Raymond E. Purtell

Fire Chief
Michael Thurz

Fire Marshal
Christopher N. Siwy

**Physical Services
Operations Manager**
Charles Mahan

Housing Authority Director
Neil Griffin

Director of Human Services
Patricia R. Schneider

Library Director
Barbara J. Bailey

**Information Technology
Manager**
Robert L. Ashton

Purchasing Agent
Mary F. Visone

Superintendent of Buildings
David Sacchitella

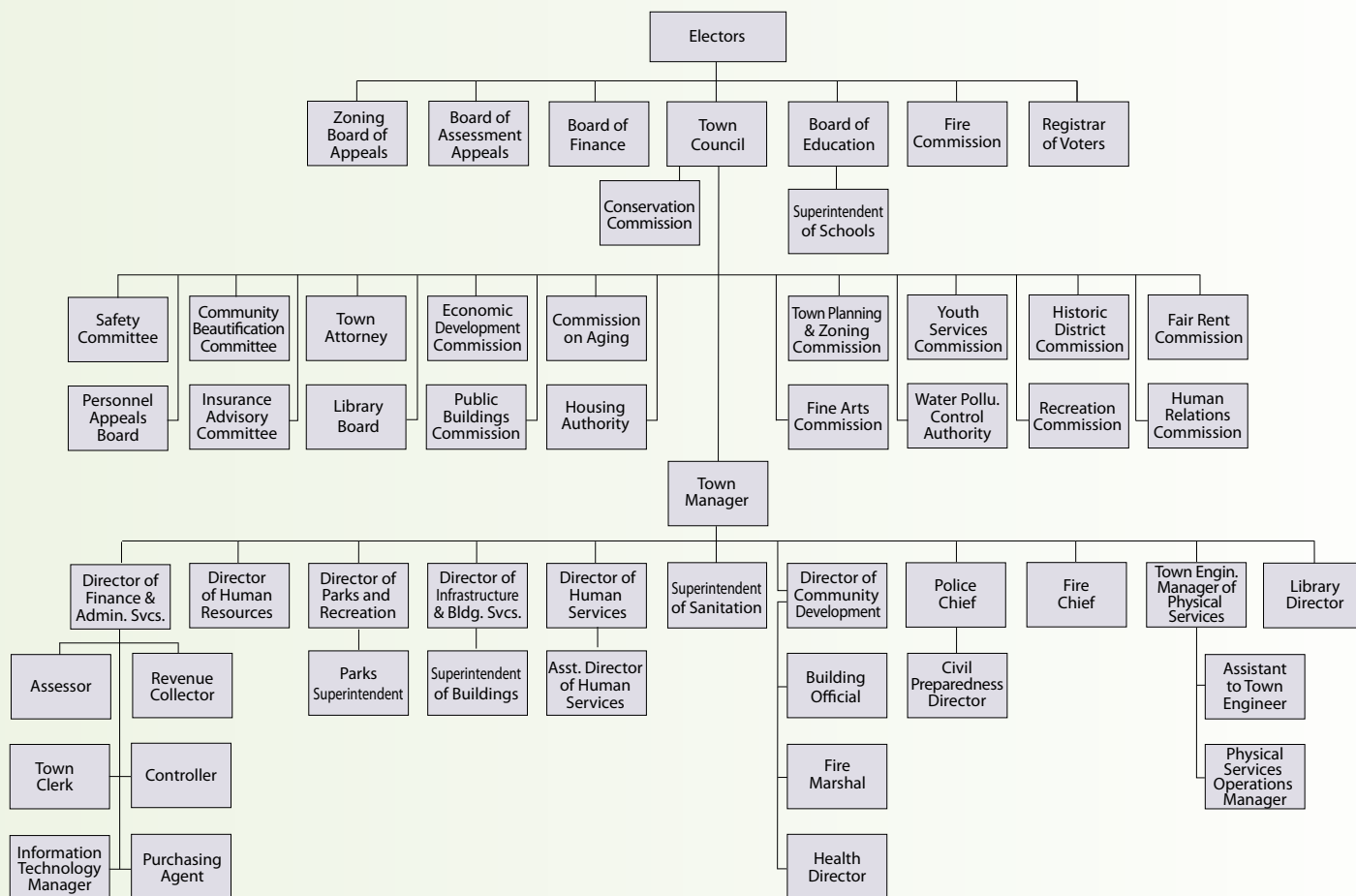
Superintendent of Sanitation
Michael J. Bisi

Town Attorney
Bruce Chudwick

Town Clerk
Joyce P. Mascena

**Clinical/Outreach Services
Supervisor**
Durlene Mikkelson

Organizational Chart



PULL OUT AND SAVE FOR 2014

Official Dates

Financial Administration

January 30	Annual Town Meeting
March 25	Final Budget Hearing

Fire Marshal/Local Open Burning Official

June 15 - September 15	Open Burning in accordance with the regulations of the Department of Environmental Protection with the appropriate permit issued by the Local Open Burning Official are banned during this period. Barbecues and other fires used for the consumption of food and campfires are not part of the prohibition.
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Police Department

October 1	Deadline for Annual Burglar Alarm Registration
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Property Assessment

February 20	Deadline for filing written appeals to Board of Assessment Appeals
October 1	Annual Assessment Date: Property owners listed in Grand List
November 1	Last day to file business/personal property declarations with assessor

Refuse Disposal

March 12	Extended operating hours for only the Transfer Station during Daylight Savings time begin, Wednesdays 7:00 a.m.-7:00 p.m.
September 24	Modified Daylight Savings hours at Transfer Station only begin, Wednesdays 7:00 a.m.-6:00 p.m.
October 29	Last Wednesday of Transfer Station modified operating hours
July 1	New Waste Disposal Permits available for purchase for 2014/15 fiscal year.
<i>Household Hazardous Waste Collection schedule for 2014 will be available on the Town Website, local newspaper and individual mailers.</i>	

Revenue Collection

For your convenience a Drive-Up – Drop-Off payment box is located in the circle by the flag poles at the Town Hall.

Payments may also be made online via credit card at www.glastonbury-ct.gov.

January 1	Second Installment of 2013 grand list taxes become due. The taxes include real estate, personal property and Supplemental motor vehicle.
July 1	First Installment of 2103 grand list taxes become due. The taxes include real estate, personal property and motor vehicle.
November 3	Sewer Use payments due

Social Services

February 2	Homeowners' and Additional Veterans' Tax Relief Programs begin
April 1	Renters' Tax Relief Program begins
April 30	Last day to apply for Energy Assistance benefits
May 1	Camp CONNRI and Channel 3 Country Camp applications available
May 14	Last day to apply for Homeowners' Tax Relief
August 18 & 19	Back-To-School supplies distribution
October 1	Last day to apply for Renters' Tax Relief
October 1	Last day to apply for Additional Veterans' Tax Relief benefits
October 1	Energy Assistance application period begins
November 18	Thanksgiving food baskets distributed (tentative)
December 16, 17 & 18	Annual Toy Shop

Town Clerk

April 19	Rivers & streams fishing season opens the 3rd Saturday in April at 6:00 a.m.
June 1	Dog Licenses become available for the next fiscal year
July 22	Absentee Ballots for August Republican Primaries become available
August 12	Republican Primary held
October 3	Absentee Ballots for November Election become available
TBD	Hunting season opens
November 4	Election Day

PULL OUT AND SAVE FOR 2014

Community Events

Youth & Family Services Summer Show "Once on this Island" – August 7, 8, 9;
7:00 p.m. curtain at the Glastonbury High School Auditorium

Fall Show "Little Shop of Horrors" – November 6, 7, 8; at Gideon Welles School

Apple Harvest Festival Friday, October 17, 6:00-10:00 p.m.; Saturday, October 18, 10 a.m.-9 p.m. & Sunday, October 19, 10 a.m.-5:00 p.m.;
at Riverfront Park on Welles Street; sponsored by the Glastonbury Chamber of Commerce

Welles-Turner Memorial Library Events for 2014

National Library Week – April 14-20

Children's Book Week – May 4-14

Book Sale – Saturday, May 10, 9 a.m.-5 p.m., and Saturday, September 6, 9 a.m.-5 p.m.

Parks & Recreation

Fun Runs Tuesday evenings 6:30 p.m. at Glastonbury High School –
June 25, July 1, July 8, July 15, July 22, July 29, August 5

Town Tag Sale 2015 Saturday, June 6

Kid's Pooch Pageant Monday, July 14, 6:00 p.m. Hubbard Green; pre-registration required

Senior Picnic Wednesday, August 6 – Festivities begin at 9:30 a.m. at the Riverfront Community Center

Summer Music Festival Wednesdays 7:00 p.m. – July 9, July 16, July 23, and July 30 at Riverfront Park

Town Band Concert Sundays 7:00 p.m. – June 29, July 13, & July 20 at Hubbard Green; July 27 at Smith Middle School

Santa's Run (3.5 miles) Sunday, December 7, 12:00 noon at Glastonbury High School (Snow date: Sunday, December 14)

Boards and Commissions Meeting Schedule

Town Council	2nd and 4th Tuesdays	Town Council Chambers
Board of Education	2nd and 4th Mondays	Town Council Chambers or Glastonbury High School Library
Board of Finance	3rd Wednesday	Town Hall Meeting Room, 2nd Floor (4 p.m.)
Town Plan & Zoning Commission	1st and 3rd Tuesdays	Town Council Chambers
Board of Assessment Appeals	As required	Town Hall
Building Board of Appeals	As required	Town Hall
Commission on Aging	1st Monday	Riverfront Community Center, 300 Welles Street
Community Beautification	2nd Wednesday	Town Hall Meeting Room, 2nd Floor
Conservation Commission/ Inland Wetlands	2nd and 4th Thursdays	Town Council Chambers
Economic Development Commission	1st Monday as required	Engineering Conference Room, Town Hall, 3rd Floor
Fair Rent Commission	As required	Glastonbury Housing Authority offices at 25 Risley Road
Fire Commission	1st Thursday	Fire Company #1, 2825 Main Street
Historic District Commission	As required	Engineering Conference Room, Town Hall, 3rd Floor
Housing Code of Appeals	As required	Town Hall
Human Relations Commission	Quarterly	Town Hall Lunch Room, 2nd Floor
Insurance Advisory Committee	Quarterly	Meeting Room A, Town Hall, 2nd Floor
Public Buildings Commission	1st Wednesday	Town Hall Meeting Room, 2nd Floor
Public Housing Authority	3rd Wednesday	Glastonbury Housing Authority offices at 25 Risley Road
Recreation Commission	3rd Thursday	Parks and Recreation, 2143 Main Street (5:30 pm)
Safety Committee	4th Monday	Town Hall Meeting Room, 2nd Floor
Water Pollution Control Authority	2nd and 4th Wednesdays	Town Council Chambers
Welles-Turner Library Board	2nd Monday	Welles-Turner Memorial Library, 2407 Main Street
Youth and Family Services Commission	2nd Wednesday	Youth and Family Services, 321 Hubbard
Zoning Board of Appeals	1st Monday	Town Council Chambers

Please contact the Town Clerk's Office at 860-652-7616 to confirm dates, times and locations as some schedules change due to holidays.

PULL OUT AND SAVE FOR 2014

Town of Glastonbury — Numbers to Know

General Information	Information Center	860-652-7710
Accounts Payable	Accounting	860-652-7595
Administration	Town Manager	860-652-7500
Assessment	Assessor	860-652-7600
Assessment	Info Line	860-652-7606
Birth Certificates	Town Clerk	860-652-7616
Building Permits	Building Office	860-652-7521
Bulky Waste Disposal	Sanitation	860-652-7772
Children's Department	Welles-Turner Library	860-652-7718
Civil Preparedness	Civil Preparedness	860-652-7576
Community Center	Community Center	860-652-7638
(Riverfront)		
Death Certificates	Town Clerk	860-652-7616
Deeds	Town Clerk	860-652-7616
Demolition Permits	Building Office	860-652-7521
Dial-A-Ride	Senior Services	860-652-7643
Dog Licenses	Town Clerk	860-652-7616
Dog & Animal Problems	Animal Control Officer	860-633-7227
Drainage Problems	Engineering	860-652-7735
Electrical Permits	Building Office	860-652-7521
Elderly Municipal Agent	Senior Services	860-652-7638
Energy/Fuel Assistance	Social Services	860-652-7638
Engineering	Engineering	860-652-7735
Facilities Services	Facilities	860-652-7703
Financial Administration	Administrative Services	860-652-7586
Financial/Medical	Social Services	860-652-7638
Assistance		
Fire Chief	Fire Department	860-652-7555
Fire Marshal	Fire Marshal	860-652-7526
Food Bank	Food Bank	860-652-7638
Health Matters	Health Department	860-652-7534
Highways	Physical Services	860-652-7749
	Operation Manager	
Housing Authority	Housing Authority Comm.	860-652-7568
Inland Wetlands	Community Development	860-652-7510
Landfill Permits	Engineering	860-652-7735
Libraries	Welles-Turner	860-652-7719
S. Glastonbury	860-633-4793	
E. Glastonbury	860-633-5637	
Marriage Licenses	Town Clerk	860-652-7616
Nursing Visiting	Nurse Assoc.	860-633-3521
Passport Information	Probate	860-652-7630
Personnel	Human Resources	860-652-7501
Planning	Community Development	860-652-7510
Plumbing & Heat	Building Office	860-652-7521
Permits		
Police (General Info)	Police Department	860-633-8301
Probate Court	Probate Clerk/Judge	860-652-7629
Purchasing	Purchasing Department	860-652-7588
Recreation	Recreation Department	860-652-7679
Recreation Schedules/	Info Line	860-652-7689
Cancellations		
Refuse Disposal/	Info Line	860-652-7790
Recycling	Office	860-652-7772
Registration of Voters	Registrar of Voters	860-652-7627
Salvation Army	Social Services	860-652-7638
Sanitary Inspection	Health Department	860-652-7534
Senior Center	Senior Center	860-652-7638
Sewer Department/	Sanitation	860-652-7772
Water Pollution Control		

Sewer Use Bills	Sanitation	860-652-7772
Snow Removal/Streets	Highway Superintendent	860-652-7749
Social Services	Social Services	860-652-7638
Taxes	Collector of Revenue	860-652-7614
Taxes	Info Line	860-652-7606
Tax Relief Program	Social Services	860-652-7638
Trees	Parks and Recreation	860-652-7679
Voting	Registrar of Voters	860-652-7627
Youth & Family Services	Youth & Family Services	860-652-7660

Board of Education

General Information	860-652-7961
Superintendent	Alan Bookman 860-652-7951
Assistant Superintendent	Matthew Dunbar 860-652-7965
Assistant Superintendent	Rosemary Tralli 860-652-7963
Business Manager	Sharon Smith 860-652-7940
Administrator for Pupil	Linda Roberts 860-652-7971
Services	
Transportation Coord.	Angelo Balesano 860-652-7295

Curriculum

Director

Phone

Art	Dan Roach	860-652-7954
Athletics	Trish Witkin	860-652-7200 x2116
Career & Technical	Jill Carey	860-652-7200 x2002
Education		
Foreign Language	Rita Oleksak	860-652-7954
and ELL		
Health & Physical	Ann Marie	860-652-7958
Education	Colebrook	
History & Social	Ilene Lowenstein	860-652-7967
Sciences		
Language Arts &	Joanne St. Peter	860-652-7967
Reading		
Mathematics	Caroline Quinn-Alger	860-652-7975
Music	Patricia Lignelli	860-652-7975
Special Education	Anita Russell	860-652-7971
School Counseling	Edward Gregorski	860-652-7200 x1800
Science	Fred Myers	860-652-7200 x2002
Technology and	Brian Czapla	860-652-4910 x364
Information Services		

School

Principal

Phone

Glastonbury High	Nancy Bean	860-652-7200 x1025
Smith Middle	Donna Schilke	860-652-7040
Gideon Welles	James Gregorski	860-652-7800
Buttonball Lane	Kent Hurlburt	860-652-7276
Eastbury	Janet Balthazar	860-652-7858
Hebron Avenue	Linda Provost	860-652-7875
Hopewell	Kathleen Murphy	860-652-7897
Naubuc	Mike Litke	860-652-7918
Naugaug	Holly Hageman	860-652-4949
East Hartford/	Glen Peterson	860-622-5400
Glastonbury Elementary Magnet		
Two Rivers Middle	Jean Privitera	860-290-5320
Magnet		
Great Path Academy	Tory Niles-Outler	860-512-3700
Magnet		

Town Web Site	Glastonbury-ct.gov
FIRE, POLICE & EMERGENCY	DIAL 911
Routine Calls to Dispatch Center	860-633-8301

Community Development

The Community Development Department provides a wide spectrum of services through four divisions: Planning/Environmental, Building Inspection/Zoning Enforcement, Fire Marshal and Health. Specific services include land use planning and permitting, economic development, building inspection, code enforcement, food service inspections, fire safety inspections/prevention and public health and wellness. Support services are provided to the Town Plan and Zoning Commission, Conservation Commission/Inland Wetlands and Watercourses Agency, Zoning Board of Appeals, Historic District Commission, Economic Development Commission and the Great Pond Preserve Stewardship Committee.

Development activities during the year were concentrated in the commercial sectors with significant activity associated with the expanding Gateway medical complex on Western Boulevard together with construction of a 135-unit senior living center on an adjacent parcel. Redevelopment activity was also occurring in the Town Center with modernization/expansion of Webster Place. The Town Plan and Zoning Commission completed a comprehensive rezoning plan for the Town Center with an emphasis on opportunities for new housing and mixed use projects. Residential development continued in scattered locations generally in the easterly and southerly section of town. No large subdivisions were initiated during the year.

Health

The Health Division protects the community's health by identifying health problems, monitoring health status, investigating health issues, and enforcing health laws and regulations.



Real food from real Glastonbury farms

Public Health Emergency Response:

The Department continues to develop plans to respond to major disease outbreaks, whether naturally occurring or deliberately caused. The Health Department works with both regional and state partners in this effort. The Glastonbury Health Department works cooperatively with the Manchester Health Department (known jointly as "Mass Dispensing Area 33") to provide emergency medications to the citizens of both Towns in the event of a widespread health crisis. Both Towns obtained trailers containing clinic supplies which facilitate the rapid set-up of a dispensing clinic rapidly at any location. We have also worked jointly to develop a specialized subunit of the Capital Region Medical Reserve Corps, known as the Glastonbury/Manchester subunit. This organization of medically trained volunteers supports the public health mission of clinic operations for MDA 33 and potentially elsewhere in the greater Hartford area.

Ill Food Worker Policies: The Department sought to survey and educate Glastonbury's larger food service establishments on Code

requirements regarding sick employees. A graduate student visited nearly one hundred establishments, inquiring as to their employee policies, their ill food worker protocols, and informed them as to their responsibilities in this matter as required by the Public Health Code. The visits also provided an opportunity for the Department to learn about establishment power outage procedures, and the need to notify the Department prior to reopening after extended power outages.

Real History, Real Farmers, Real Food: The Department continues its efforts to reduce obesity and its related health problems by educating citizens as to the benefits of using locally grown foods. Coupled with this message are programs which seek to physical activity and nutrition awareness. Often these efforts involve community partners who have included Glastonbury Public Schools, Glastonbury Parks and Recreation, Welles Turner Library, and the Glastonbury Chamber of Commerce.

Continued . . .

Community Development, continued

Conservation Commission/ Inland Wetlands & Watercourses Agency

The Conservation Commission acts both as a regulatory and advisory body. Their responsibilities include administration of the Town's inland wetlands and watercourses regulations and providing recommendations on each land use proposal with regard to natural resources and other environmental concerns.

Wetland and watercourse resources are protected by: strictly limiting proposed encroachment activities into such areas; regulating activities just beyond the wetland's limits within their associated upland review area; and requiring various designed mitigation measures within development plans and imposing conditions of approval. Forty-two wetlands permits were issued during the year.



Emergency clinic materials ready to go

The applicants of development projects are encouraged to incorporate sustainable land use practices, including low impact development strategies, and various mitigation measures that are specific to the project, its site and surrounding landscape. Frequently promoted or required mitigation measures are related to water quality,

wildlife habitat, the control of non-native, invasive plants, encumbering environmentally sensitive land areas with conservation easements, and the dedication of public open space. The Commission successfully worked with applicants to create, expand and improve upon conservation easements and open spaces over the past year.

Physical Services

The Physical Services Department is responsible for the maintenance and inventory of the Town's roadways and infrastructure. This includes existing systems as well as additions proposed through subdivision and site development.

Engineering

The Engineering Division performs design and design review of streets, traffic control systems, storm and sanitary sewers, sidewalks, and other public improvements proposed in conjunction with land development. Recommendations are made to appropriate Boards and Commissions of the Town. Following approval, the Division inspects the construction of the public improvements to assure conformance with Town standards.

The Division performs routine inspection of existing Town roads,

drainage systems, and traffic control signs and signals. Public inquiries and comments are investigated to address potential problems or defects. Road, storm drainage, and sanitary sewer conditions and maintenance history data are maintained in electronic format.

An ongoing program of obtaining and recording traffic counts and spot speed data is conducted by staff and pertinent data is shared with the Police Department.

This Division is responsible for in-house design of public improvements or coordination with private consultants when used in conjunction with Town projects. The Division provides civil engineering services for all Town Departments and provides technical and clerical support to the Water Pollution Control Authority.

In addition, staff maintains property

line, easement, and other pertinent mapping data in the Town's web-accessible and very robust Geographic Information System (GIS).

Some recent accomplishments include:

- **Main Street Pavement Rehabilitation:** Designed, bid, and administered construction for work resulting in the full-width rehabilitation of Main Street between Naubuc Avenue and the East Hartford town line. Work was 80% Federally-funded and was carefully coordinated with the Main Street Traffic Signal Replacement project. Work was completed during the night-time hours in order to minimize impacts on traffic and business operations.
- **Main Street Traffic Signal Coordination:** Managed the construction phase of the project to

Continued . . .

Physical Services, *continued*

replace and coordinate all traffic signals in the north Main Street corridor. The \$2.3 million project was entirely grant-funded and was intelligently managed so as not to interfere with the Main Street Rehabilitation project.

- **Main Street Sidewalks:** Completed design, obtained permits, and administered construction of sidewalks on Main Street between Whapley Road and Mallard Drive. Completion improves pedestrian access to public facilities and commercial centers.

Highway

The Highway Division is responsible for maintenance, repair, and construction relative to streets, drainage systems, sanitary sewers, traffic controls, sidewalks, and other features of the Town's infrastructure system. Snow and ice removal and joint operation of the Bulky Waste sand and gravel facility are also primary functions. Overall maintenance and construction is accomplished through the use of in-house labor and equipment working in conjunction with contractual entities.

Highway Division successes and accomplishments during the past year include:

- **Arbor Acres Demolition:** Completed demolition of the remaining residential structure and the multi-storied office building resulting in close to \$100,000 in savings as compared to completion by contractual entities.
- **Welles Street Widening:** Widened the west-bound approach to Welles Street, thereby allowing inclusion of an exclusive turn lane. Improvement implemented in conjunction with the Main Street Traffic Signal project results in an improved level of service.
- **Blizzard Response:** Division response to the February 2013 blizzard resulted in navigable road conditions over approximately 85% of the Town within 12 hours of storm cessation. Crews demonstrated extraordinary

levels of dedication to task despite extremely difficult conditions and high levels of fatigue. Results compared favorably with surrounding communities and State-wide results.

Other typical Highway Division functions such as street sweeping, catch basin cleaning, road crack sealing, and roadside mowing were performed with positive results.

Fleet Maintenance

The Fleet Maintenance Division's responsibilities include the repair and maintenance of Town vehicles. This includes a wide variety of vehicles ranging from general purpose cars and police cruisers to fire apparatus, heavy trucks, and construction equipment. Included within the scope of these services are the very substantial efforts of repair technicians during snow and ice events. The rough duty encountered by plow trucks during snow storms results in a need for quick and knowledgeable mechanical diagnosis and repair in order to keep trucks on the road.

The Division prepares bid specifications for all Physical Services vehicle purchases and reviews specifications for all other Departments. Other Division responsibilities include garage environmental compliance and maintenance of a computerized Fleet Data Program that tracks maintenance activities and associated costs, thereby allowing for prudent decision-making when considering new equipment purchases. In addition, Fleet Maintenance staff periodically coordinates public sale of obsolete parts and equipment to ensure maximum salvage values.

Fleet Maintenance Division successes and accomplishments in the past year include:

- **Blizzard Response:** Division staff performed admirably as part of the

Town's response to the February 2013 blizzard in a variety of important ways. Staff members repaired trucks, plowed snow, and provided critical assistance to drivers encountering mechanical and traction-related problems in the field. Efforts contributed largely to the Town's ability to make approximately 85% of roads navigable within 12 hours of storm cessation.

- **Vehicle Corrosion Prevention:** Implemented an aggressive campaign to combat the corrosive nature of chlorides used in Winter deicing. Adjustment of equipment washing intervals and application of silicon-based coatings demonstrated positive results in protecting Winter storm-fighting equipment.

- **Installed a Fuel Master** fuel management hardware/software system to remote dispensing sites in Town utilizing a combination of outside vendors and multiple Town departments. Installation allows for collection of consumption data from previously unmonitored locations.

Water Pollution Control Authority

The Water Pollution Control Authority (WPCA) is responsible for reviewing and approving sanitary sewer connections and expansions, and for assessing future needs of the system as it grows.

The WPCA levied assessments in the amount of \$369,256.99 in conjunction with its responsibility to recover the cost of sanitary sewer construction. Of this amount, \$323,134.74 was a result of new construction, with the balance due to expansion or connection of existing facilities. During the past fiscal year, 24 new connections were made to the sewer system.

The Nutmeg Pump Station which was originally constructed in 1967 was rehabilitated this year. The project was completed on time and within budget.



New fuel-efficient cruisers

PUBLIC SAFETY

Police Department

The Glastonbury Police Department is a nationally and state accredited law enforcement agency committed to providing service to our community in a professional and sensitive manner. In 1986, the Department was the first law enforcement agency in Connecticut to be accredited. In 2013, it was nationally accredited for the eighth time and state accredited for the third time.

The Department consists of 59 sworn officers and 16 civilian support personnel. Dispatching of all emergency services is handled by the Department's Communications Center which employs a state of the art simulcast radio system. Patrol officers maintain a visible police presence with a 24 hours/7 day a week response capability to incidents occurring in Town. The primary mission of the Patrol Division is to identify, prevent and/or eliminate crime and public safety problems. The Patrol officers are the primary contact between the Department and the public. They provide critical first response to all crime, traffic and medical emergencies occurring throughout the Town. The nature of the work requires these officers to be highly trained and to handle a wide variety of complex situations.

While the Town's population has continued to grow, the workload of the

Police Department has remained fairly constant for the past several years. During FY 12/13, the Department handled 20,030 calls for service. The major elements of that caseload are broken down as follows:

Traffic	7,465
Services	9,078
Criminal	3,918

Among these cases, in a normal year, the Department's personnel will respond to about 1614 calls for medical assistance, 932 motor vehicle accidents and 729 calls involving animal related problems. The Town's crime rate has historically been one of the lowest in the State of Connecticut and the lowest in the Capital Region. While the Town's population has grown by over 30% since 1985, the rate of serious crime has declined by over 45% during the same period. Glastonbury was recognized as the 28th safest community in the country by Location, Inc., an independent research firm.

The Department places great emphasis on issues pertaining to youth. Full time School Resource Officers are assigned to the Middle and High Schools. In addition to enhancing school safety, those officers are in daily contact with youth. While they may occasionally take enforcement action,

their primary focus is on preventing problems for youth and discouraging their involvement with crime and/or substance abuse.

Youth officers teach the DARE curriculum to all students in the sixth grade. Instruction on internet safety is presented to fifth grade students and anti-bullying programs are implemented in the fourth grade and middle school.

The Department continues to place a high priority on traffic and drunk-driving enforcement. Consistent with its overall emphasis on prevention, the Department maintains a proactive posture in addressing the problems of underage drinking and substance abuse. This is accomplished by the continuing checks of establishments selling alcoholic beverage and tobacco to ensure compliance with laws governing sales to minors. High priority is maintained to enforcing the statutes involving possession of alcoholic beverages by a minor or to hosting parties where alcohol is served to minors.

Utilizing both accident pattern analysis and complaints voiced by citizens, the Department's Traffic Unit places significant emphasis on speed enforcement, distracted driving and traffic signal/sign violations. In order to provide the Town with an enhanced



Newly constructed shoot house that allows for live fire training inside a simulated house. It can be reconfigured to change the floor plan



The new ecologically-friendly bullet trap at the fire arms range

PUBLIC SAFETY

Police Department, *continued*

capacity to reconstruct accidents, to conduct truck inspections and to undertake larger scale enforcement operations directed at drunk and aggressive driving the Department participates in an eight Town regional traffic enforcement team.

As a force multiplier, the Police Department actively participates in regional teams which provide highly trained officers, specialized equipment and services which would be otherwise economically prohibitive for a Town this size. These teams provide narcotic enforcement, underwater recovery, hostage negotiation and tactical team response in a highly cost

effective manner. The high level of on-going cooperation between police departments in the region serves all the participating communities well whenever mutual aid assistance is required to deal with complex or larger scale incidents and emergencies.

Recognizing that computers and digital evidence are assuming an ever increasing role in crime and criminal investigation; the Police Department has two officers certified as forensic computer analysts.

The Police Range was retrofitted with a state of the art rubber block wall to catch and encapsulate ammunition

rounds to mitigate erosion and environmental concerns. A Glastonbury Most Wanted web site was created to enlist the communities' assistance in locating Glastonbury's most notorious criminals.

The Department has begun transitioning to more economic and fuel efficient SUV cruisers while maintaining the comfort and room necessary for officers to conduct business.

Fire Department

The Glastonbury Fire Department consists of 116 paid-on-call firefighters and support personnel, dedicated to responding to a variety of incidents that range from serious fires and rescues to a simple request for assistance. The department maintains a fleet of twenty fire apparatus and support vehicles, geographically located among its four fire stations.

Each year, the Department anticipates that it will respond up to 1,000 incidents. In addition to providing service, personnel will put in close to 8,000 hours of training, that range from monthly training exercises, Firefighter I and II programs, Fire Service Instructor certification, as well as Fire Officer related curriculum.

The Department actively participates in a number of community events, along with hosting open houses during October for Fire Prevention Week. The Department prides itself in the promotion of fire safety within our community. Whether it's putting on public demonstrations, working with local retailers to promote fire safety, providing a station tour to a group of youngsters or giving out smoke detectors, the Department is always there for the residents of Glastonbury.

Nationwide, the month of October marks "Fire Prevention Awareness", which is held the first full week of the month each year. Department members will go into the classrooms to teach elementary students about fire prevention; stop, drop and roll; and the use of the 911 system. For the older students the Department sponsors a Fire Cadet program, where teenagers between 14 and 18 are introduced to the fire service.

At the Department's Annual Awards Ceremony, Captain Jay Cofiell was recognized as Officer of the Year, while Firefighter Shivani Patel was named the department's Rookie of the Year. In



addition, Fire Policeman Warren Bantle was recognized as The Glastonbury Exchange Club Firefighter of the Year.

The Department continues to focus on improving fire safety and prevention. For a second year, through the Connecticut Commission on Fire Prevention, the Department was provided with smoke detectors, which were made available to any town resident that needed one. The department cannot stress enough the importance of each home having both a working smoke and carbon monoxide detector.

Over the last year the Department welcomed five new recruit firefighters, and implemented improvements to making sure that the firefighters' personal protective equipment was well maintained. The Department continues to be focused on looking for ways to improve fire safety in our community. On-going training continues to be a vital element to promoting safety and to reinforce awareness that firefighting does have its risks. It was essential for the five new recruits, that prior to stepping

on to the fire ground that they attend over 180 hours of rigorous training in order to be certified by the State of Connecticut as a firefighter. Being trained to the National Fire Protection Association level of a Firefighter One does not stop there. New recruits are required to receive training in hazardous material awareness and operations, incident command, as well as weapons of mass destruction. Training over the last year also included members being certified to the Fire Officer and Fire Service Instructor levels, as well as operators of the various specialized pieces of apparatus the department maintains.

In response to the threats of natural disasters and possible attacks against the United States, Glastonbury serves as one of the leaders for the Statewide Fire/Rescue Disaster Plan. Task Force 57 consists of three Engine companies, two Ladder companies and one Rescue company that is made up of six surrounding communities that are readily available to deploy to any major incident in the State of Connecticut.

Continued . . .

PUBLIC SAFETY

Fire Department, *continued*

The Glastonbury Fire Department is always looking for new recruits that are up to the challenge and wanting to give back to their community. The department invites you to visit our website at www.glastonburyfire.org or simply call the Fire Chief's office at 860-652-7555 to learn more about how you can be part of a great tradition.



PUBLIC SAFETY

Volunteer Ambulance Association

Glastonbury Volunteer Ambulance Association, GVAA, was established in 1957. GVAA is committed to providing emergency medical pre-hospital care to the Glastonbury community 24 hours a day, 365 days a year.

GVAA has three ambulances recently equipped with power load stretchers that decrease back injuries to Emergency Medical Technicians and increase patient safety. The duty crews are staffed at the Advanced Emergency

Technician level.

GVAA members are state certified Emergency Medical Technicians of varying levels and keep current with state requirements. Volunteer members are from Glastonbury and surrounding towns volunteering both their time and expertise to those in need. GVAA supplements the volunteer crews with paid staff.

GVAA members provided stand by first aid services to 28 community events,

such as the Summer concert series, various road races, Applefest. We provide educational visits to nursery schools.

GVAA offers community CPR and first aid classes.

The organization is always looking for dedicated members to be part of our team. To learn more about becoming a volunteer or for information on CPR or first aid classes call 860-633-6554.



Civil Preparedness/ Emergency Management

The Office of Civil Preparedness (Emergency Management) coordinates all emergency activities in times of man-made or natural disasters for the Town of Glastonbury.

The Office is active in planning for manpower, equipment and community needs by updating information, regulations and training, as well as conducting checks of materials and equipment, including the Town warning sirens.

In disaster situations, the office updates information and instructions to Citizens via its disaster information telephone number (860/652-7578), as well as its radio station (WPII600 at 1570 AM), which is heard in Glastonbury, 24 hours a day, seven days a week. This station also provides citizens with public safety information concerning traffic, weather alerts and emergency situations.

The Office also maintains a state-of-the-art mobile telecommunications van that is equipped to function as a backup system should the Town's main system fail. This van can also be used in the field to assist with "command-and-control" operations in major incident situations. This van contains the I-TAC I-CALL 800 MHz Interoperable System. The Department has satellite phone capability to communicate with the Connecticut Department of Emergency Management and FEMA in case of loss of other methods of communication. The Glastonbury Emergency Management Director is recognized as the founder of this Interoperable System by State Public Safety officials.

The Glastonbury Emergency Management staff has trained in

"radiological monitoring" through the Connecticut Office of Emergency Management. It has radiological monitoring devices to meet peacetime homeland security concerns.

The department is committed to continuing its involvement with the Boy Scouts and Girl Scouts in Glastonbury in Emergency Management to assist the development of youth—our future leaders. The Glastonbury Scouts provided assistance during the Summer Music Festival and the Santa's Run race, as well as other projects.

Certain federally required elements of training must be completed by Town of Glastonbury organizations that may play a role in preventing, preparing for, responding to, or recovering from an incident. The Emergency Management Senior Staff has completed its Federal Government requirement for National Incident Management System (NIMS).

The Town has maintained its status as a Federally Recognized "Storm Ready Town" with the National Weather Service. Glastonbury is the second town in Connecticut and only the tenth in New England to have achieved this distinction.

Initiated program with Godwin College to allow their Students in Emergency Management Programs to gain experience by exposure to our operations. We currently have the initial student attending our meetings and other activities.

Updated our plan storm planning coordination with CL&P. Help meeting with CL&P Representative and reviewed their latest storm planning software.



Santa's Run

Our Office of Civil Preparedness also:

- Maintained viable Civil Preparedness, Emergency Management & Homeland Security Program for the people of the Town of Glastonbury.
- Maintained U.S. Weather Alert Radios in all Glastonbury Schools as well as at the Board of Education and the Bus Yard.
- Provided standard and emergency communications for the Apple Harvest Festival and Santa's Run
- Continued use of WebEOC Crisis Information Management Software (CIMS) to manage crisis information. WebEOC complies with the provisions and standards for the Incident Command System (ICS) as outlined in the National Incident Management System (NIMS). The majority of the members are trained in its use. Web EOC was used to track the daily status and to report on the severe weather events.

The Town of Glastonbury has made a serious effort as shown above, to provide the Citizens of Glastonbury with myriad ways to obtain updated communications for emergency situations.

Sanitation/Water Pollution Control Division

Water Pollution Control Division

The Water Pollution Control Division provides the continuous collection and treatment of sanitary sewage generated from approximately 102 miles of sanitary sewers and eight remote pumping stations. Wastewater is treated at the Water Pollution Control Facility located on Main Street behind Town Hall. Treated wastewater is ultimately discharged to the Connecticut River. The system serves approximately 18,000 people within the Town of Glastonbury in compliance with State and Federal regulations. In addition, this division administers sewer use rates, ordinances and provides staff support to the Water Pollution Control Authority.

Highlights for the Water Pollution Control Division fiscal year 2012-2013:

- 801.44 million gallons of wastewater were processed averaging 2.20 million gallons per day.
- 2,312,000 gallons or 1,245,726 pounds of sludge were processed and disposed of, averaging 3,413 pounds per day.
- 1,365,840 kilowatt hours of electricity was consumed at the Treatment Plant for the 24 hour per day operation, this is an average of 3,742 kilowatt hours per day.
- Nutmeg Pump Station – Completed upgrade/replacement to this station which was originally constructed in 1967.



Nutmeg Pump Station upgrade

- Maintain sewer use rate which is within lowest quarter percentile amongst other Connecticut towns with similar populations served.
- Received first annual Connecticut Power of Change award for overall energy conservation efforts.
- Received New England Water Environment Association Wastewater Utility award recognizing outstanding performance at a wastewater utility.
- Selected engineering consultant to update Master Sewer Plan.

Refuse Disposal Division

The Refuse Disposal Division operates solid waste disposal, recycling facilities, Hazardous Waste Collection and administers permits for private collectors, ordinances and operating guidelines for waste disposal facility users.

The following provides highlights for Fiscal Year 2012-2013.

- 2,088 tons of Refuse were disposed of at the Transfer Station.
- 59.0% of solid waste was recycled at the Transfer Station.
- 558 residents utilized the Regional Household Hazardous Waste Collection Facility during the year.
- 6,298 Waste Disposal Permits were issued.
- 140,168 (70.08) of electronics were recycled at the Transfer Station.
- Replaced cardboard compactor at the Transfer Station.
- Implemented use of credit cards for services to enhance customer service.
- Implemented florescent lamp recycling program at the Transfer Station.

Administrative Services

The Administrative Services Department is responsible for the preparation of the Town budget, accounting and financial reporting, cash management and debt administration, coordination of computer services, land records, property assessment, and the collection of taxes and sewer use fees. In addition, it oversees the acquisition of goods and services, insurance procurement, legal services and voter registration management.

Board Of Finance

The Board of Finance is a bipartisan Board that operates in partnership with the Town Council and the Board of Education. In its advisory role, the Board recommends an annual budget to the Town Council and recommends and/or authorizes transfers among and between accounts and funds during the fiscal year. By direct authority the Board establishes the annual mill rate of taxation after reviewing the final budget approved by the Town Council.

Financial Administration

This office coordinates the preparation of the operating and capital improvement budgets for the Town Manager; works with the Board of Finance to review financial reports; oversees the Town pension investments and coordinates actuarial valuations with the Town actuary; serves as staff liaison to the Insurance Advisory Committee in risk analysis and annual insurance renewals; responsible for the debt management program and coordinates the bond issue process; responsible for bid administration for the procurement of goods and services, including equipment and construction

services. Contract administration, surplus property distribution and Information Technology services for all Town departments is the responsibility of this division.

- Maintained AAA designation with Standard & Poor's and Aaa designation with Moody's Investment Services for the Town, which is based on the Town's financial condition.
- Received the Governmental Finance Officers Association (GFOA) Distinguished Budget Presentation Award for FY13/14.
- Continue to implemented significant software enhancements throughout the organization to improve efficiencies.
- Completed installation of expansion to the town-wide fiber optic network.
- Completed pilot program for Procurement Cards.
- Administered construction bids and contracts for the Glastonbury/East Hartford Elementary Magnet School.

Accounting

The Accounting Division is responsible for providing complete and accurate financial information, in the proper format, on a timely basis. This division prepares the year-end comprehensive annual financial report and processes employee payroll, payables, and receivables. The division is also responsible for managing the Town's investments to maximize interest earnings in all funds and performing internal audit procedures to help insure that proper controls and procedures are being followed.

- Received the Government Finance Officers Association (GFOA) Certificate of Excellence in Financial Reporting for

the year ended June 30, 2012.

- Streamlined procedures for setting up vendor files to ensure correct tax identification information is in the financial accounting system.
- Initiated testing of automated electronic vendor payment process to reduce the cost of producing and mailing paper checks.

Property Assessment

The Property Assessment Division administers an ad valorem tax program in compliance with State Statutes. It compiles the annual Grand List of taxable and exempt property including the valuation of real estate, motor vehicles and business personal property. The office completed the state mandated revaluation of all real property for the October 1, 2012 Grand List.

- The 2012 net taxable grand list totaled \$3,808,546,358 which was a 9.48% decrease over the previous year.

Revenue Collection

The Collector of Revenue division is responsible for the timely billing, collection and financial reporting of tax and sewer revenues in accordance with State Statutes and other applicable regulations and the collection and processing of all other Town revenues. Of additional importance to this division is maintaining an effective and cordial relationship with the general public while assisting them to understand the taxation procedure process.

Continued . . .

Administrative Services, *continued*

- Taxes and fees collected for fiscal year 2012/2013 totaled \$128,563,790.
- Sewer charges and fees collected totaled \$2,448,682.
- Accomplished a tax collection rate of 99.44% on current levy.

Town Clerk

The Town Clerk's Office serves as the direct link between the residents of the town and their local government. It is the center for access to permanent public records and is responsible for maintaining the following documents: property transfer records, vital statistics (births/marriages/deaths), election results, town budgets, bonding and financial reports, military discharges, notary public registrations, liquor and burial permits, trade name certificates, meeting schedules, notices, agendas and minutes of Town boards and commissions and various contracts and agreements. In addition, this office administers various phases of the elections process and issues various

licenses and permits such as dog, sporting and marriage. Virtually all functions performed in the office are governed by state statutes and town charter. The office is a major collector of revenue for the State of Connecticut as well as for the Town. In fiscal year 2012/2013, the office collected approximately \$2,087,711 in revenue for the State and \$935,265 for the Town consisting of funds related to real estate conveyance taxes, historic documents and farmland preservation funds, vital statistics, dog and sporting licenses, land recordings, copy fees and other miscellaneous revenue.

Some highlights of the last fiscal year include:

- Completed official/land records software upgrade in September 2012.
- Completed digitizing for security backup purposes all election results from 1945 to the present. In addition, digitized and indexed all originally filed town ordinances in December 2012.
- Initiated online subscriptions for searching and providing copies of all land records, property maps, trade name filings and foreclosed property registrations in February 2013.
- Submitted State Preservation Grant application in April 2013.
- Implemented first system in CT to electronically record land record documents on June 25, 2013.
- Completed the eighth and final phase in June 2013 of land record re-indexing project with FY 2012/2013 State Preservation Grant. All land records dating back to 1693 completely re-indexed electronically with corresponding images attached.
- Continued oversight of Ethics Commission training protocol for all board and commission members. Submitted status updates to Ethics Commission.

Housing Authority

The Housing Authority manages a total of 412 rental units in town that it rents to low and moderate income families and seniors. The Authority also administers up to 33 Housing Choice Vouchers that subsidize family rents in private owned rental properties. Properties managed by the Housing Authority include Welles Village, Center Village, Village Green, Knox Lane Annex, the Herbert T Clark House, Herbert T Clark Assisted Living and 3 affordable condominium units.

In addition to managing its property portfolio, the Housing Authority also serves as the administering agency for the Towns of Glastonbury's Fair Rent Commission and Moderate Priced Housing Program.

Recent Activities

During the past year, the Housing Authority has pursued many projects. Some highlights include:

- The Village Green substantial renovations commenced in November 2012 and will continue through November of 2013. The construction



Site work and the property before building renovations started

will provide for attractive new homes in a beautiful setting. Glastonbury Partners In Planting volunteers designed the landscaping. Funding for the approximately \$4.2 million project comes from:

- ~ \$3,000,000 State of Connecticut Department of Housing Grant
- ~ \$500,000 Housing Tax Credit Contribution Program
- ~ \$92,740 Connecticut Energy Efficiency Fund
- ~ \$620,00 Glastonbury Housing Authority

- Received \$50,000 in matching grants from CHFA to help pay for the repaving of the parking lots at Knox Lane in a project coordinate with the repaving of Knox Lane.
- Commenced installation of energy saving devices at the Hebert T Clark House which are anticipated to lower electrical cost by approximately \$7,300 per year.
- Installed new software to enhance operations. The software that maintains all of information pertinent to the housing authority's tenant records, accounts payable, general ledger and property management was upgraded. This was a significant undertaking that occurred smoothly. The new software will help the agency enhance its property management activities.

Information about the Authority and the programs it administers can be found on our web page: www.glastha.org.



One of the buildings under construction at The Village Green

Human Resources

The Human Resources Department is a full service department with the mission of administering a full range of human resources services and programs to the Town's workforce and retirees.

Some of the principal services and activities offered are: recruitment and testing, compensation and classification, employee training and development, labor relations and employee and retirees benefits. The department is also responsible for the Customer Service Center, located on the ground level of Town Hall. The center provides a range of services to residents, visitors and employees ranging from posting jobs to notarizing documents.

Some of the accomplishments for the year were as follows:

- Conducted 24 full-time and 18 seasonal/part-time recruitments and reviewed over 1,180 applications in an effort to select the best candidates to fill town positions.

- Provided over 23 training sessions and employees' programs with an average of 38 employees per session for a total of 897 attendees.
- Issued over 279 dump passes, collecting approximately \$1,400 at the Customer Service Center.
- Successful start-up of phase II of a Comprehensive and Holistic Wellness Program to be available to all Town employees. Selected Corporate Fitness and Health as the Vendor.
- Successfully negotiated successor contracts for two (2) bargaining unions.
- Successfully negotiated language in one of our Collective Bargaining Agreements to address the Health Reform issue addressing the Cadillac Tax.

Some of the training sessions provided served to enhance employees' knowledge, skills and abilities in job performance while other opportunities were to assist in keeping our employees healthy and helping them to prepare for life in retirement.

Some of the opportunities offered were diversity training, taking care of your back, how to stay healthy, de-stressing at work and law updates, Fleet Safety/Defensive Driving, Confined Space, Ladder safety, Forklifting, Preventing Sprains and Strains, OSHA Revised Hazard Communication Standard and Lock-out/Tag-out. The information sessions provided to employees included preparing for retirement, how social security works, my investment opportunities and men and women health issues.

There were also mandatory training on Sexual Harassment, The Town's Code of Ethics and Non-violence in the Workplace.

Financials

TOWN OF GLASTONBURY, CONNECTICUT

STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE BUDGETARY BASIS – BUDGET AND ACTUAL – GENERAL FUND FOR THE YEAR ENDED JUNE 30, 2013

	Budgeted Amounts		Actual	Variance With Final Budget Positive (Negative)
	Original	Final		
Revenues:				
Property taxes	\$ 128,206,104	\$ 128,206,104	\$ 128,472,632	\$ 266,528
Licenses and permits	620,240	620,240	1,042,305	422,065
Intergovernmental	7,718,504	8,928,641	11,950,468	3,021,827
Charges for services	1,623,366	1,663,366	1,768,411	105,045
Investment income	150,000	150,000	189,084	39,084
Other revenue	1,835,079	1,835,079	4,967,323	3,132,244
Total revenues	140,153,293	141,403,430	148,390,223	6,986,793
Expenditures:				
Current:				
General government	2,978,688	3,129,187	2,763,750	365,437
Community development	1,776,491	1,776,491	1,762,554	13,937
Administrative services	5,811,464	5,830,387	5,679,427	150,960
Public safety	10,778,480	10,789,333	10,647,701	141,632
Physical services	6,336,288	6,495,488	6,371,239	124,249
Sanitation	746,270	781,473	723,398	58,075
Human services	2,787,796	2,911,649	2,796,279	115,370
Leisure/culture	5,080,454	5,171,868	5,016,123	155,745
Contingency	175,000	13,500	-	13,500
Education	90,864,742	92,287,849	92,155,744	132,105
Debt service	9,682,620	9,447,044	9,446,834	210
Total expenditures	137,018,293	138,634,269	137,363,049	1,271,220
Excess (Deficiency) of Revenues over Expenditures	3,135,000	2,769,161	11,027,174	8,258,013
Other Financing Sources (Uses):				
Transfers in	750,000	1,059,835	309,835	(750,000)
Transfers out	(3,885,000)	(5,379,200)	(5,379,200)	-
Total other financing sources (uses)	(3,135,000)	(4,319,365)	(5,069,365)	(750,000)
Net Change in Fund Balance	\$ -	\$ (1,550,204)	5,957,809	\$7,508,013
Fund Balance at Beginning of Year (as restated)			17,339,474	
Fund Balance at End of Year			\$ 23,297,283	

A complete copy of the financial report is available for review at Town Hall.

Schedule of Rev Exp & change in fund balance do not include teachers retirement system on eith rev or exp

Financials

CONTINUED

GENERAL FUND – BALANCE SHEET
JUNE 30, 2013

	2013
ASSETS	
Cash and cash equivalents	28,928,772
Receivables:	
Property taxes	640,245
Other	559,285
Inventory	211,915
Due from other funds	0
Other assets	40,252
Total Assets	30,380,469

LIABILITIES AND FUND BALANCE

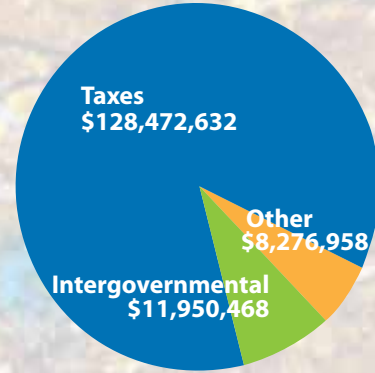
Liabilities:	
Accounts and other payables	4,039,254
Due to developers for escrow deposits	689,629
Due to bond agents for escrow deposits	0
Due to others for escrow deposits	247,456
Unearned revenue	550,198
Deferred revenue	369,113
Total liabilities	5,922,650

Fund Balance:	
Nonspendable	252,167
Restricted	0
Committed	0
Assigned	2,323,703
Unassigned	21,881,949
Total fund balance	24,457,819

Total Liabilities and Fund Balance **30,380,469**

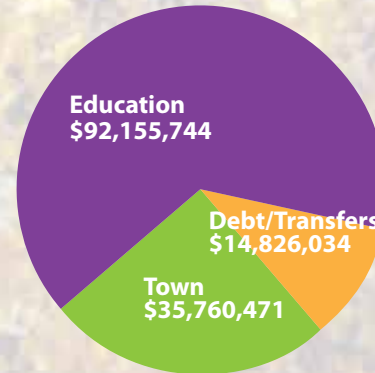


REVENUES



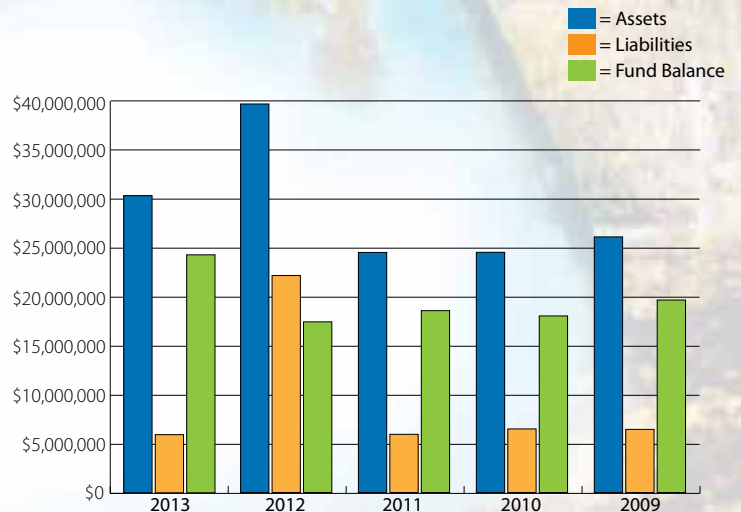
Total: \$148,700,058

EXPENDITURES



Total: \$142,742,249

ASSETS, LIABILITIES, FUND BALANCE, 2009–2013



Elected and Appointed Town Officials

Board of Education

Susan Karp •
Jeremy Grieverson *
Lisa M. Furbush, Secretary
Rosemary Coggeshall
Douglas C. Foyle
Pandora D. Wohler
Judith Walter
James R. Zeller

Board of Finance

Diane L. Northrop •
Constantine Constantine *
James R. McIntosh
Jared Soper
Michael Toppi
Walter Cusson

Board of Assessment Appeals

Forbes Warren •
Dennis Cavanaugh
Michael Collins
Chris Gallagher
David Cordone
Bernard Herpst
Kim Perna

Bldg. Board of Appeals/ Code Review Committee

Peter Carey, Liaison
Luther Weeks
James W. Dutton
Robert Kaelin
Sandra Arenas
Marion Terry

CRCOG Policy Board

Stewart "Chip" Beckett III

Commission on Aging

Denise Weeks
John DiSette
Catherine B. Lawlor
Nancy Kent
Ernest F. Reale
Eva Bowden •
Janeen Dolan

Community Beautification Commission

Robert G. Shipman •
W. Gilbert Wolf
Donald B. Reid
Linda DeGross
Della Winans
Mark Babineau
Debra DeVries-Dalton

• Chairman
* Vice Chair

Conservation Commission

Judy Harper •
Kim McClain
Dennis McInerney
Robert Huestis
Frank J. Kaputa
Manish K. Gupta
Helen D. Stern

Cox Cable Advisory Council

Patricia Darling
Joseph Gormley
Martin Loughlin
Douglas Foyle -
(Bd. of Ed. Representative)

Economic Development Commission

David M. Hallows •
Gretchen Deans
Anthony L. Lazzaro, Jr.
Raymond A. Dolan
Winona Kimberlin
Caren Kittredge
Vacancy

Ethics Commission

Reginald L. Babcock •
Al Herzog
Nancy Thomas
Cynthia Cudworth
Angela Bull
Alternate:
James Hagen

Fair Rent Commission

Neil Griffin, Liaison •
Lisa Furbush
Judith A. Stearns
Marti Curtiss
Carol Ahlschlager
John C. Hilton
Stephen D. Oppenheim
Edward Guimont

Fine Arts Commission

Kelly Devanny •
Doris O'Rourke
Helen Litwin
Marion Terry Cordone
Betsy Hamilton
Heather Summers
Diane Lacy
Vacancy

Fire Commission

Gilbert D. Spencer •
James W. Dutton
Rocco N. Fierravanti
Raymond A. Dolan
Arnold H. Higgins
Richard W. French, Jr.

Historic District Commission

Barbara Theurkauf •
Courtney MacDonald
Michael J. Stassen
Galen (Hap) Shepherd
Steven Snyder
Alternates:
Brian Davis
Jane Fox
Michael Groenhout

Housing Code of Appeals

David Boone, Liaison •
Kristine Brown
W. Michael Low
Edward Guimont
Vacancy

Human Relations Commission

John C. Glezen •
Lisa Davis
Patricia A. Darling
Pam Gambarotta
Virginia Roscoe

Incorporators/Free Academy

Richard Mihm •
Dr. Michael F. Lepore
Clement J. Pontillo

Insurance Advisory Committee

Robert J. Hager •
Stephen J. Ludwig*
David Hoopes
Jaye Winkler
Alan Karp
Benjamin Kehl
Richard Kragle

Central Regional Tourism District

Donald B. Reid

Personnel Appeals Board

Town Manager's Office -
Liaison •
Robert W. Rulevich
Richard Vitterelli
Kimberly Kupecky
Allen Friedrich
Lynn Onderko

Public Buildings Commission

Lisbeth Becker •
Charles I. Monzeglio
Stephen Shipman
Charles Murray
Suzanne S. Galvin

Liaisons:

James R. Zeller - (Bd. of
Education)
Gus Constantine -
(Bd. of Finance)

Public Housing Authority

Donald H. Foberg
James F. Noonan
Zelda Lessne •
Rachna Kahna
Judith Jaskulski -
(Tenant Rep.)

Recreation Commission

Michael C. Collins
Mario DiLoreto
Seth Jacoby
Jason Smith
Michael H. Clinton •
H. James Boice *

Safety Committee

Sunsetted effective 3/18/2011
per Council action of
3/8/2011

Town Council

Jill Barry
Stewart "Chip" Beckett III •
Lawrence J. Byar
Kurt P. Cavanaugh
Timothy P. Coon
Diane DeLuzio
Thomas P. Gullotta
Lorraine G. Marchetti *
Whit C. Osgood

Town Plan & Zoning Commission

Patricia V. Low
Michael Botelho
Raymond Hassett
Eric W. Schaefer
Sharon H. Purtill •
Keith S. Shaw

Alternates:

Scott Algieri
Jay Boothroyd
Patricia V. Bussa

Water Pollution Control Authority

Louis M. Accornero •
John C. Gavin
Nils G. Carlson
John A. Davis, Jr.
Thomas W. Edgington
Robert M. Lynn
John M. Tanski

Welles Turner Library Board

Bridget C. Gallagher
Kala Prasad
Lillian Tanski
Cathy Vacchelli
Irene Newquist
Diane Hemlock

Youth & Family Services Commission

Tricia Dougherty •
Anne Gershkoff Bowman
Roger Dock
William T. Finn
Diana Levisky
Angela Phelan
Natalie Cook
Bonnie Fierravanti
Michelle Foyt

Non-Voting Member:

Rosemary Coggeshall -
(Bd. of Education)
Sgt. William Trantalis -
(Glastonbury Police Dept.)

Zoning Board of Appeals

Jeanine Loughlin •
Michael T. Fitzpatrick
Anthony Gesnaldo
Sandra O'Leary
Jeanie G. Babineau
Alternates:
Timothy Lamb
Brian R. Smith
Mark DeLuzio

Agricultural Advisory Committee

Mario Accornero
Richard Ferrari
Deborah McIntosh
Michael Longo

Great Pond Stewardship Committee

Gerhard R. Schade •
Paul Kehoe
Dennis McInerney
David Gumbart
Thomas P. Gullotta
Lawrence Byar
Whit Osgood
Judy Harper
Tom Mocko -
(Environmental Planner)

Connecticut River Assembly

Manish Gupta





Town of Glastonbury
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