

Town of
GLASTONBURY

Annual Report | Fiscal Year 2015 - 2016



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Message from the Chairman

Dear Residents,

Glastonbury is well positioned to embrace the future as we move past the second half of the second decade of the 21st century. Our Grand List has continued to grow, even with the difficult times the State of Connecticut has felt over the past few years. The biggest change is the 400 apartments and townhouses that are being developed in the center of our town, which will provide a much bigger pedestrian flavor to our central business and entertainment area.



The fuel cell energy project that was initiated last year is now complete and generating electricity locally and very efficiently. Several of the other commercial construction projects of the last year are completed and now open, enhancing the services available for our residents.

For several years, people have asked to alleviate traffic in our downtown area due to increased demand and activity. The Council has authorized, and now completed, the roundabout designs to be implemented over the next year along with repaving and replacing curbing of the Hebron Avenue corridor from Sycamore Street to Main Street. We expect this to significantly shorten the time waiting at lights, as well as help with traffic flow throughout all of our downtown area.

Our new boathouse is now fully operational with an expanding demand for events to be held there, as well as the park areas surrounding it. The playgrounds are always full, with resident basketball often underway during all waking hours. Many people just stop by to watch the river as it heads south to Long Island Sound, or see the crew boats and other watercraft activity on the river.

We are proud to have had another successful year in Glastonbury and will continue to seek opportunities to further improve upon the quality of life for our residents in the years to come.

Sincerely,

Stewart (Chip) Beckett, III
Chairman, Glastonbury Town Council

Town Manager's Report

Dear Glastonbury Resident,

The annual report for fiscal year 2015-2016 presented herein highlights the many accomplishments and initiatives of the past year. I am again pleased to have the opportunity to comment on another successful year in Glastonbury.



Town Center – Planning for a variety of improvements in the Town Center area continued over the past year, with a focus on infrastructure improvements to the roadway system. Construction of modern roundabouts is planned for the intersections of Hebron Avenue & New London Turnpike and Hebron Avenue & House Street. This work will begin in spring 2017 and continue over the 2017 construction season. Significant grant funding is awarded for these projects. Additionally, grant funding is approved for pavement rehabilitation of Hebron Avenue between Sycamore Street and Main Street. This work will be coordinated with construction of the modern roundabouts next year. A state grant is pending for streetscape improvements along the Hebron Avenue corridor between New London Turnpike and Main Street.

Riverfront Park – The new boathouse at the Riverfront Park is becoming a popular destination for a variety of activities including corporate meetings, seminars, non-profit events, weddings, birthdays, reunions, and a host of other activities in the second level banquet facility. To date, 70+ events have been held or reserved, garnering outstanding reviews. Work to complete site restoration following improvements required to stabilize the site is in final stages, with substantial completion scheduled for early Spring 2017.

Budget and Finance – Moody's Investor Services and Standard & Poor's again reaffirmed the Town's AAA/Aaa bond rating. The Government Finance Officers Association (GFOA) continues to award Glastonbury the Certificate of Excellence in Financial Reporting and Distinguished Budget Presentation Award. Over the past 4-5 years, Glastonbury has received some \$38 million in state and federal grant awards, including \$11+ million over the past 1-2 years. The Town's highly successful Capital Improvement Program continues to invest in the care and maintenance of the Town's infrastructure.

Land Acquisition – The opportunity to acquire and preserve land for open space, outdoor recreation, environmental protection, municipal facilities, and other such uses continues as a high priority. Since the late 1980s, Glastonbury has preserved over 1,700 acres through the Reserve for Land Acquisition and Preservation. This has placed Glastonbury at the forefront of communities throughout Connecticut. This past year, a general agreement was reached with the Metropolitan District for Town purchase of over 700 acres of open space and forest land; the largest single land acquisition in Glastonbury history. This culminates decades long discussions between the Town and District for acquisition of this land and significant state grant funding is expected for this purchase. The Town also acquired a 25± acre open space located off Thompson Street. This parcel complements adjacent state-owned open space and state grant funding reimbursed 58% of Town costs.

Regional Cooperation – Effective July 1st, Glastonbury began providing Public Safety Dispatch services (Police, Fire, Emergency Medical) to the Town of East Hampton. This process qualified Glastonbury for \$625,000 in State grant funding for updates to the dispatch console, including the Computer Aided Dispatch System. Over recent years, the State Legislature has considered a proposal to mandate public safety dispatch consolidation to serve populations of at least 40,000. By providing dispatch services to East Hampton, both Glastonbury and East Hampton exceed the 40,000 population threshold which protects the interest of both communities.

Continued on next page...

Town Manager Report Cont'd

Energy Efficiency – Recent successes include electric vehicles integrated to the municipal fleet to replace older, less fuel-efficient vehicles, continued investment in the Town's natural gas-fueled fleet, LED lighting at Town facilities, energy efficient heating systems at Town and School buildings, solar PV systems serving Town and School facilities, energy audit of Town and School facilities to identify cost effective retro-fits, and a host of other cost-saving efficiencies. Grant funding and utility rebates have been successfully awarded for most initiatives.

Glastonbury also joined a 17± community self-insurance program for stop loss coverage involving Town and Education health insurance. Participation in the Captive is expected to moderate insurance premium increases for stop loss coverage. Members of Town and Education staff are actively involved in managing this program.

The preceding provides examples of the many accomplishments and successful initiatives of the past year, with many more highlighted over the following pages. As you read this annual report, I am confident that you will share a sense of pride for our community.

As I conclude my remarks, I want to thank all those who helped make the successes and accomplishments of the past year possible. Your ongoing efforts on behalf of the Glastonbury community are greatly appreciated.

Sincerely,



Richard J. Johnson
Town Manager

Town Attorney



Shipman & Goodwin LLP served as Town Attorney to the Town during FY 2015-2016.

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. This encompassed a wide range of matters including contract, workers' compensation, environmental, real estate, 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 relating to the 2012 revaluation and drafted a Community Sewer System Agreement for the The Tannery development. 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, tax lien foreclosure cases, and construction projects. 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 as the Town Attorney.

Board of Education

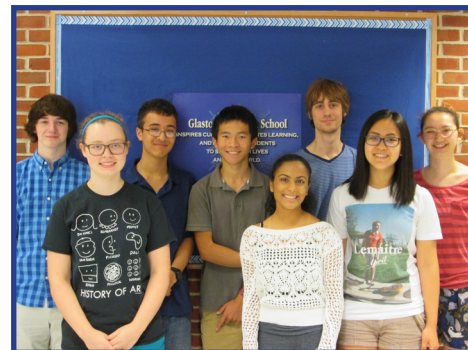
We are proud that Glastonbury has repeatedly been recognized as a premier national public school system. We are equally proud that per pupil expenditures in our district consistently rank in the lower third when compared to municipalities similar to ours in Connecticut. We remain respectful of the responsibility our education budget places on our taxpayers, and we believe it will serve our community and students well.

Noteworthy Accomplishments in 2015 - 2016

Student Achievements

Eight students from Glastonbury High School's Class of 2016 were National Merit Scholarship Finalists. These 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.

Twenty-one students from the Class of 2016 were recognized as Commended Scholars. A total of 187 seniors were recognized as Faculty Scholars— students who maintained a 3.75 grade point average over their 4 years of high school. In May of 2016, a total of 864 Advanced Placement (AP) Tests were taken by 499 students. By comparison, in 2015, 821 tests were taken by 482 students. Of all the AP tests taken, almost 92% resulted in student scores of 3 or better. Eighty-two students were recognized as "AP Scholars", forty-five as "AP Scholars with Honor", seventy-nine as "AP Scholars with Distinction", and eleven as "National AP Scholars". Class of 2016 SAT scores for Critical Reading, Math, and Writing continue to average consistently and significantly above state and national means. Approximately 94% of the over 522 members of the Class of 2016 enrolled in a two or four-year college or university.



Glastonbury Public Schools is proud of our eight National Merit Finalists from the Class of 2016.

21st Century Education: Accessing Information

Due to the information explosion during the last half century, teachers' roles have shifted dramatically. No longer the sole authority lecturing in front of the classroom, teachers now assume the role of content curators and facilitators. They are directing students to relevant and appropriate content and, more importantly, helping them to learn the skills needed to discover and discern quality information for themselves, and then to think critically about it. In Glastonbury, the 21st century classroom discards the model of passive students learning from a single textbook and a single teacher's point of view. Instead, "information and media literacy" has become a key skill set for our students. Our students are learning to use technology to access, manage, appraise, and integrate the seemingly infinite flow of information that streams from a seemingly infinite collection of sources.



Advanced technology helps Glastonbury teachers to provide a variety of activities that engage students, maximize their learning, and more accurately measure their success.

Student Learning Styles

Our school system supports flexible instruction that addresses student learning preferences with the ultimate goal of increasing student achievement. Glastonbury students in sixth grade now participate in a sophisticated learning style inventory. Through an online survey, students identify their primary learning styles (visual, auditory, tactile) and study preferences for factors that include lighting, background noise, temperature, and time of day. In addition, the survey helps students discover how self-motivated they are, the amount of structure and teacher feedback they prefer, and whether they prefer to work alone or in groups. After reviewing results, students then create strategies that will help them make the most of their study time and improve their learning. With training and support in understanding student learning styles, our teachers find they are better able to support each student to achieve. They are likely to forgo the traditional desks-in-a-row, daily lecture style classroom and instead, adapt classroom activities that incorporate more creative uses of time, resources, and testing instruments. Advanced technology has undoubtedly helped teachers in providing a variety of activities that engage students, maximize their learning, and more accurately measure their success.

Board of Ed Cont'd

Experiential Lessons

The activities below provide examples of some of the many experiential activities in our schools, which truly raise the level of learning for our students.

The History Department recently collaborated with the Historical Society of Glastonbury to develop a fifth grade field study at the town's Museum and Green Cemetery. Teachers follow classroom study of how Glastonbury's history intertwines with, and parallels, national history with an opportunity for students to examine museum artifacts, ask questions, and investigate. The students arrive at the museum primed to tour the graves of people they have already studied in the classroom, to examine artifacts, and deduce what they reveal about Glastonbury history. They then act as museum "docents" presenting their findings to classmates.

Thanks to a generous grant from the Glastonbury Education Foundation, Naubuc Elementary School transformed a computer lab this year into a new and exciting "Makerspace." A Makerspace is an inspirational space for hands-on learning activities that provides students with the opportunity to explore their creativity to invent, engineer, and innovate. Naubuc has named their Makerspace "Eureka Lab" and it's stocked with tools, various building materials, and technology so that students can have fun while they tinker and solve problems. It is already a huge success.

This year, fourth graders in three schools gathered beside a gigantic 20 foot map of the Connecticut river to begin learning about the many groups of people who have lived along the river over the last 500 years and how each group impacted the geography, history, and economics of the river valley. As part of this social studies lesson from the Connecticut River Museum, students reviewed background information and examined props representing the changes each group brought to the river valley. They were then invited to "hop on" and place the objects onto this truly interactive river map before reporting back to their classmates. The experiential lesson was a highly engaging way for our students to learn state history.



A Yale graduate student of Forestry and Environmental Studies visited the Eureka Lab to serve as a scientist-in-residence helping classes to learn about soils and "mini-beasts."



The huge Connecticut River map brings history alive in an exciting hands-on lesson!

For a list of key contacts within the Glastonbury Public Schools System, see page 36 of this report.

www.glastonburyus.org

Probate Court

Dear Resident,

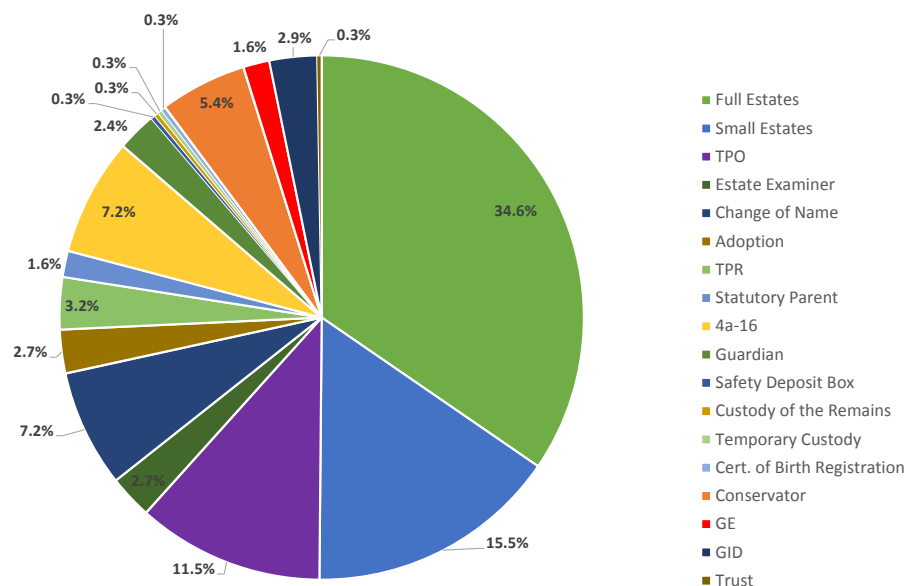
It is hard to believe that a year and a half has passed since I was sworn in as the Judge of the Glastonbury-Hebron Probate Court. As much as I had learned through my experience and training, the actual work and diversity of cases is vastly different from gleaning information about becoming a new judge. I have very much enjoyed the challenge.

Decedent's estates continue to consume the majority of the probate court's work load. Chief Clerk, Mary M. MacGregor, handles all of the decedent's estate matters. There are five types of decedent's estates and the type of estate filed is determined by solely owned assets. If a deceased has assets over \$40,000 in their name alone or solely owned real estate, a full estate must be opened. If the solely owned assets are under the \$40,000 threshold, an Affidavit in Lieu of Administration or a small estate can be opened. The Court submits a copy of the above named applications to the State of Connecticut to await State clearance. If the decedent or an heir received any type of State assistance, the State of CT may place a lien on the estate to recover monies that were given to a party(ies) in need. The third type of estate addresses the assets that are jointly owned, held in trust or are in survivorship; this type of estate is a Tax Purpose Only estate ("TPO"). Once an estate is deemed to be non-taxable and the probate fee is paid, an Opinion of No Tax is issued and the estate is closed. If there is real estate, the release of lien must be recorded on the land records in the town where the property is located. Estates with no assets, (usually individuals who resided in a nursing facility on Title XIX), and a will exists, is known as a Will for Filing Only ("WFO"). An original will must be submitted to the Court. If someone has received state assistance, the State of Connecticut may petition the Court authorizing the State to become the legal representative to recover any public assistance funds rendered to the decedent during their lifetime. Regardless of the type of estate before the probate court, every file is handed individually with sensitivity, respect, and professionalism.

Children's matters are the most challenging of all the matters before a judge. Former Probate Court Administrator, Judge James Lawlor, started a successful pilot program resulting in dedicated children's courts to better serve the residents of the State of Connecticut. The Glastonbury-Hebron Probate Court is part of the Hartford Regional Children's Probate Court. Hearing matters in the Children's Court facilitates the probate process; there are dedicated social workers and Probate Court Officers in one regional location to assist families in crisis.

Below you will find the report on new matters the Glastonbury-Hebron Probate Court handled during this fiscal year. These numbers reflect new cases only. For fiscal year 2015/2016, the Glastonbury-Hebron Probate Court opened the following new files:

Full Estates	129
Small Estates	58
TPO	43
Estate Examiner	10
Change of Name	27
Adoption	10
TPR	12
Statutory Parent	6
4a-16	27
Guardian	9
Safety deposit box	1
Custody of the Remains	1
Temp. Custody	1
Cert. of Birth Registration	1
Conservator	20
GE	6
GID	11
Trust	1
TOTAL OF ALL CASES	373



Probate Court Cont'd

The Glastonbury-Hebron Probate Court continues to schedule hearings on Tuesday afternoons. If necessary, for the convenience of the parties, hearings are held on other days as well. Hearings are held in Glastonbury Town Hall or Hebron Town Hall as well the following locations: Glastonbury Health Care Center, Salmon Brook Health Care, Crestview Rehab and Manchester Manor in Manchester, The Hospital for Special Care in New Britain, as well as private residences.

Last year as Probate Judge I was cited in cases for the Manchester Probate Court which covers the Towns of Andover, Bolton, Columbia, and Manchester, as well and Region 14 which covers Marlborough, Portland, East Hampton, and East Haddam.

As a Court, we continue to exceed State mandatory educational requirements. Mary MacGregor and Assistant Clerk Lori Macri each completed 21 hours of education credit and Court Assistant Alex LaValley completed 14.5 hours. As Probate Judge, I earned 44.25 educational credits in 2015.

Passport processing continues to expend a significant amount of the court staff's time. Last year, the Glastonbury-Hebron Probate Court processed 1,253 new passport applications. To better understand my staff's requirements to process passport applications and their need to be recertified every year, I undertook the passport training class in 2015. We are one of only a handful of Probate Courts in Connecticut that continues to process passport applications for the convenience of Glastonbury and Hebron residents. Alex LaValley processes passport applications Tuesday through Friday afternoons. The Probate Court only processes new passport applications. Passport renewals for adults can only be processed by mail.

The Glastonbury-Hebron Probate Court is open Monday through Friday from 8:30 a.m. to 4:30 p.m. and from 8:30 a.m. through 7:00 p.m. on Tuesdays for the convenience of residents.

I thank you for the trust you have placed in me. It is my honor to continue serving as your Probate Court Judge.

In service,

Sean M. Peoples
Probate Court Judge

Administrative Services



Accounting | Assessment | Financial Administration | Information Technology | Revenue Collection | Town Clerk

Accomplishments & Successes

- Received GFOA's Distinguished Budget Award and Certificate of Achievement for Excellence in Financial Reporting (CAFR).
- Town Clerk awarded Local Government Archives & Records Management Administration Certificate from the National Association of Government Archives & Records Administrators.
- Secured funding to initiate tracking system for researching Board & Commission member terms of office.

New and Improved Processes, Programs, and Services

- Began using DMV's CT Integrated Vehicle & Licensing System (CIVLs) which integrates tax payment status with DMV registration. System gives staff ability to search DMV registration records, provide taxpayers with real-time releases, and reduce resident DMV office wait times.
- Successfully reformatted 2016/2017 budget document with help from Marketing & Communications Specialist.
- Hosted workshop for business professionals on CT personal property reporting requirements.
- Enhanced Town Clerk records function certification to improve public service efficiencies.
- Streamlined procedures for importing purchasing card transactions into accounting system.
- Installed electronic records preservation system to protect town's most valuable and vital records. This "green technology" system includes numerous security features for data preservation and is designed to adapt with organizational data needs.
- Introduced web-based forms for convenient 24/7 access, online options for filing personal property, and a customer service email address where citizens can submit questions or documentation.

99.55%

Collection Rate
Achieved

16.88%

Projected Unassigned
Fund Balance as a % of
Budgeted Revenues
(projected/unaudited)

5.76%

Debt Service as a % of
Actual Expenditures
(projected/unaudited)

\$3,392

Rebate received for prior year
credit card spend. Expanded
Purchasing credit card program
to all Town Departments.

\$30,000

General Fund revenue earned
from facilitating sale of surplus
Town property via GovDeals
online auction.

On the Horizon

- Finalize various technology policies developed with assistance from Town's Audit firm.
- Issue requests for proposals for Banking Services including Lockbox Services for Tax/Sewer Use Collections, a Document Management System, and Financial Advisory Services.
- Complete office renovations including additional workstation at Revenue Collection customer service counter.
- Implement tracking system for researching terms of office for board and commissions members. Funding will be available.

Community Development

Building Inspection | Community Development | Fire Marshal | Health

Accomplishments & Successes

- Approved 17 special permits and 5 subdivisions.
- Worked with Town Plan and Zoning Commission and Town Council on changes to the zoning regulations for Adaptive Redevelopment Zone and Planned Area Development projects. Objective is to realign regulations with desired outcomes for development.
- Partnered with developers and business owners on several projects that will result in additional square footage of active retail/commercial space in the Town Center. Such projects included CT Shade and Blinds/Close to Home, First and Last Restaurant, Bin 228 Restaurant, and 2520 Main Street, a multi-tenant space which currently houses Firehouse Subs and Pet-Valu.
- Assisted in construction readiness of several approved development projects including McDonald's Restaurant, renovations of the Goodwill Store, the Tannery, (formerly known as Flanagan's Landing), and One Glastonbury property, previously known as the Glastonbury Mews.

New and Improved Processes

- Introduced new format for staff reports to enhance the way information is conveyed & presented to Town Plan and Zoning Commission.
- Partnered with the Engineering Department to create a new building permit screening form. The revised form will more effectively gather all necessary project information at the onset of the permitting process to help prevent unnecessary delays and more accurately project time and expense factors of the building process.

On the Horizon

- Initiate the process to update the Plan of Conservation and Development.
- Adopt text amendments for the Adaptive Redevelopment Zone (ARZ) and Planned Area Development regulations.
- Complete office renovation project that will improve space efficiency and organization.
- Partner with other town departments in the document management implementation process.



Pictured from top to bottom: 2520 Main Street, home to Firehouse Subs and Pet Valu; the Tannery building; First & Last Tavern; and CT Shade and Blinds.

Health

Accomplishments & Recognition

- Continued HEARTSafe designation by working with Glastonbury Emergency Medical Services (GEMS) to provide CPR/AED training & certification to 44 town employees.
- In partnership with Town of Manchester, led a local response to a statewide public health emergency preparedness drill. Coordinated by the CT DPH, this exercise was designed to ensure first responders are well-versed in responding to a public health emergency from planning to execution and After Action Reporting (AAR).
- Drafted Mosquito Action Plan to provide a guideline for responding to potential health concerns from mosquito-borne diseases (e.g. Zika).

New and Improved Processes, Services, and Activities

- Incorporated Wellness Clinics, previously held at the Library, into the Riverfront Community Center clinics. Expanded clinic hours and designated a private office for confidential conversations between residents and the Registered Nurse.
- Began creating Glastonbury's first Community Health Assessment (CHA) and corresponding Community Health Improvement Plan (CHIP). The cross-departmental assessment process will provide an understanding of residents' current health and quality of life, offer information to prioritize health concerns, and aid development of the CHIP. Residents, business professionals, and town staff are all an integral part of this initiative.

458 Food Service Inspections
and **42 Septic Permits Issued**

Health staff inspect & regulate Glastonbury's food establishments and septic systems to ensure compliance with the CT Public Health Code.

88
Well Water
Samples Collected

In response to the 2015 fire at Roaring Brook Plaza, staff collected and analyzed well water samples for potential contamination & potability.

1500+
Personal Health
Connections Made

The Community Health Nurse made over 1,500 personal health connections with members of the Glastonbury community.

400
Flu Shots Provided
through 3 Clinics

Annual flu clinics help reduce prevalence of the flu in the community, creating healthier conditions for all residents.

On the Horizon

- Through ongoing collaboration with the Bicycle Advisory Group, maintain Bronze Level Bicycle Friendly Community designation by identifying bike-related activities and programs in town, understanding infrastructure improvement opportunities (e.g. extensions of bike paths/trails, providing input on proposed infrastructure such as proposed roundabout design), and similar activities.
- Continue to develop Community Health Assessment and Community Health Improvement Plan documents that will provide a data-driven platform for future health programs and activities.
- Maintain HEARTSafe Community designation through various activities - i.e. coordinating CPR/AED training and identifying potential locations in municipal buildings for new AED units.



Members of the Bicycle Advisory Group stand proudly by the new 'Bicycle Friendly Community' sign downtown.

Fire Marshal

Accomplishments and Recognition

- Deputy Fire Marshal served on Fire Code Development Committee and Board of Directors for CT Fire Marshal's Association.
- Participated in multiple construction projects including restaurants, schools, medical complexes, and industrial renovations. Activities included multi-level inspections, consultations, and assessments to ensure compliance with fire codes.
- Assisted in response to 21 building fires including successful evacuation and reduced injury during largest fire loss in Glastonbury history. All fire response efforts this year resulted in one minor civilian injury and 6 fire service injuries.
- Executed 40+ fire prevention outreach efforts focused on educating children, the elderly, and other at-risk populations.
- Installed smoke detectors in 4 dwellings as part of 'Operation Life Safety', a program sponsored by Home Depot, UTC, Channel 8 News, and Bridgeport and Yale New Haven Hospitals.
- Completed assembly occupancies inspections with emphasis on cooking equipment, grease hoods, and church assemblies.
- Conducted 2792 field activities and 2411 office-related activities including inspections, fire response, community event support, and permit issuance.

New and Improved Processes

- Participated in development and eventual publication of Blight Ordinance.
- Collaborated in development of questionnaire for revised Building Permit.



On the Horizon

- Continue enforcement presence in multi-family dwellings and shopping centers.
- Increase activity in industrial occupancies, placing specific focus on guards, handrails, and blocked exits.
- Host ongoing fire prevention education sessions for at-risk populations.

Facilities Maintenance

Accomplishments and Recognition

- Achieved Energy Star Rating for Town Hall, making Glastonbury one of the most energy efficient Town Halls in Connecticut.
- Received Capitol Region Council of Governments (CRCOG) Award for Leadership in Construction Procurement via the ez IQC program.
- Achieved 17% energy reduction from energy-related projects including LED lighting retrofits, digital control programming, and equipment upgrades.
- Re-certified personnel as Small Water System operator from State of CT DPH, Certified Energy Manager from Association of Energy Engineers, and Certified Facility Manager from the International Facility Managers Association. All employees also achieved Level 2 Certification through the Building Operators Certification program.
- Opened new Facilities Maintenance Barn/Emergency Operations Support Center to consolidate all operations into one centralized location and provide personnel with quick access to the tools and equipment needed on a daily basis. Facility can also serve as support space for emergency operations and material distribution.

New and Improved Processes

- Installed air-operated hand dryers in select locations to reduce downtime, labor, and storage space needs.
- Relocated Emergency Operations Center to Academy building to provide a space that is better suited for the application.
- Updated video broadcast system. Town meetings now viewable on mobile devices.
- Improved safety and reliability of electrical service to Transfer Station.
- Installed 400 kW of emergency power, covering approximately 65,000 square feet of Town building space, to provide heating and cooling during extreme weather conditions and reliable power during emergencies.
- Re-roofed Fire companies #3 and #4 to maintain integrity of the facilities.
- Installed electronic access to multiple facilities to allow for a balance of public access and a safe work environment.

On the Horizon

- Continue to develop and execute Capital Improvement Projects.
- Identify ongoing opportunities for professional development.
- Continue to achieve formal recognition for Town's energy efficient initiatives.



Pictured from top to bottom, the progressive construction of the new Facilities Barn between June and November of 2015.

Human Resources

Accomplishments and Recognition

- Completed physical records audit; redesigned personnel, workers' compensation and medical records management systems to centralize records, conserve space, and comply with state & federal record keeping requirements and HR best practices.
- Worked with IT, Payroll, and health insurance carriers to comply with the 2016 Affordable Care Act reporting requirements, including annual reporting to both benefitted employees and the IRS.
- Collaborated with IT to implement web-based benefits open enrollment. This forum enables Town staff to make informed health benefit decisions and HR can more accurately & efficiently manage benefit processing and internal communications.
- Managed 68 full and part-time recruitments and met affirmative action goals for recruitment of females and minorities.
- Improved leave of absence administration, including intersection of Workers' Compensation & Family Medical Leave Act.
- With Facilities and Police Departments, implemented use of employee badges for increased security.

New & Improved Processes

- Converted to electronic filing of injuries with CIRMA, resulting in cost savings.
- Improved pre-employment selection tools by instituting the use of two testing vendors, Criteria Corp and Industrial Organizational Solutions.
- Successfully conducted our own local validity study for Police testing.
- Enhanced retirement benefits administration tools, including streamlined and clearer enrollment documents and improved tools for tracking estimates, applications, and retiree status. Efforts improved customer service and timeliness.
- Introduced customized HRIS system module to support benefits administration and federal reporting requirements.
- Restructured responsibilities, job titles, and management roles within department staff for more efficient operations, strategic responsibilities across the team, and further improved customer service both internally and externally.
- Made flexible spending accounts (FSAs) more convenient for participating employees by providing debit cards. Also enhanced financial benefits by increasing the maximum pre-tax amount from \$1,500 to \$2550 per year.
- Held a one-time open enrollment opportunity to eligible employees to join or increase their voluntary life insurance amount with no requirement to show evidence of insurability.

On the Horizon

- Continue MUNIS System integration of key employee data including pension enrollment, workers' compensation, training data, safety, and compliance data; implement Applicant Tracking and Position Control functions.
- Identify employee health cost drivers and design/implement initiatives to reduce healthcare costs.
- Hire Risk Manager and work with CIRMA, Safety Committee, and Town staff to identify opportunities to improve safety and reduce loss claims.
- Continue office systems audit and streamlining efforts.
- Research and implement web-based harassment prevention training
- Conduct Supervisory training on responsibilities concerning the Family Medical Leave Act, Workers' Compensation, and American with Disabilities Act (ADA).

Human Services

Senior & Community Services

Accomplishments and Recognition

- Realized an 8% increase in program participation, which resulted in an overall revenue increase of 7% over the prior year. This included a 10% increase in residents attending the Lunch program.
- Awarded renewal funding from Department of Transportation (DOT) for Dial-A-Ride service.
- Increased Riverfront Community Center rental revenues by 5.39% over the prior fiscal year, the highest revenue generated year-to-date. These revenues continue to be an effective means of offsetting facility operations.
- Acquired 2 new vehicles for Dial-A-Ride Program - a grant funded bus, and the MV-1, a vehicle designed specifically to accommodate wheelchair users and disabled passengers.

New or Improved Processes, Services, and Activities

- Implemented emergency contact form for program participants, enabling staff to contact family members if needed.
- Launched [Glastonbury Senior Center Facebook page](#) to increase marketing of programs and services.
- Streamlined usage of My Senior Center Software program - Seniors now swipe/sign in daily for programming and the system will provide detailed reports that enable staff to better track and analyze participation usage and trends.
- Provided 3 series of 'Live Well Chronic Disease Self-Management' classes.
- Improved data capturing methods for rentals.
- Installed new flooring and improved sound system in community rooms of the Riverfront Community Center (RCC).
- [Established Facebook page for RCC rentals](#)
- Introduced new program offerings including:
 - Weekly Recreational programming for residents living at the HT Clark Assisted Living complex
 - Art With Karen - Learning to paint historic landmarks in Glastonbury
 - Indoor Walking Group
 - Variety of Technology, Computer, and Social Media Classes through collaboration with Library Adult Services
 - "Transitions" Support Group at Herbert T. Clark House to help residents cope with life changes and challenges



190 children from 108 households received school supplies & backpacks through Annual Back to School Program.



279 children from 148 families were matched with donors and received holiday gifts through the Annual Holiday Program.



750 food requests were met through the local Food Bank. 210 households received Thanksgiving food.

On the Horizon

- Complete senior center re-accreditation process, including updating strategic & marketing plans.
- Secure grant funding from CT DOT for a new 12 passenger, wheelchair-equipped bus for Dial-A-Ride program.
- Update senior center policies to include a Code of Conduct policy and Security/Emergency protocols for participants.
- Install MindSpin Digital signage to improve marketing/communication to senior center participants & RCC visitors.
- Provide support to Commission on Aging in their efforts to create an Age-Friendly community in Glastonbury.

Human Services

Youth & Family Services

Accomplishments and Recognition

- Began construction of a new Arts & Crafts Center. This project is funded in part by the Town, as well as a generous gift from the estate of Maureen Dennehy, a longtime supporter of Youth & Family Services.
- Offered successful Breakfast & Lunch programs for the fourth consecutive year.
- Served children and adolescents in the schools and the community through the Outreach programs.
- Raised \$1000 for Save The Children and Shriners International through the 2015 Halloween Haunting event.
- Introduced new programs including:
 - Parenting Series - Circle of Security evening workshops for parents of elementary school children.
 - Mindfulness Groups - Promotes relaxation, concentration, and stress reduction for Elementary/Middle School students.
 - Cooking Matters - A grant-funded program which encourages healthy eating habits for adolescents.

350

Youth participants engaged through the Creative Experiences programs.

477

Household applications processed for assistance with heat & utilities as part of the local and state Energy Assistance Program.

475

Individuals and 238 families served through the Clinical Services division.



Aristocrats performance.



Wednesday cooking class.



Students in the Youth Advisory Council (YAC) group.

On the Horizon

- Advertise Fall programs in Parks & Recreation Catalog in an effort to increase participation in agency groups & activities.
- Facilitate Fall Play “You’re a Good Man, Charlie Brown” to be performed on November 3rd, 4th, and 5th of 2016.
- Host annual Haunting Event, a Halloween-themed family event produced by the Youth Service Action Group (YSAG), the GHS KeyClub, the GHS string Orchestra, and the non-profit group Friends of Glastonbury Youth (FOGY). Event features live music, a haunted house, games, and craft opportunities. Proceeds support local charities.

Libraries

New to the Library

- Welcomed 2 new librarians to the Reference team: Jennifer Van Nostrand and Meghan Withers-Tong, Teen Librarian.
- Launched 'Wowbrary', an online service that sends weekly email notifications on new materials added to the library collection during the previous week. Patrons can also reserve items through this program.
- Automated popular Museum Pass Program. Passes can now be printed in the library or from home, and can be reserved up to 30 days in advance of the visit. Museum pass usage has increased 25% over the previous year.
- Introduced text messaging whereby patrons are immediately notified when a hold becomes available for pickup.
- New Database offerings including:
 - **ArtistWorks for Libraries** - Learn to play an instrument or take voice or art lessons through self-paced videos with highly accomplished and Grammy award-winning professionals.
 - **Driving-Tests.org** - Free permit practice tests and manuals for standard driving licenses, Commercial Driver's Licenses, (CDL) and motorcyclists.
 - **Global Road Warrior** - Reports for 175 countries on society and culture, business, travel information, maps, and photos.
 - **OnePlay for Libraries** - Allows users to instantly download and play unlimited Android & PC games for free.

Programs, Services, and Events

- In conjunction with the Summer Reading Program theme "Every Hero Has a Story", the Children's Department partnered with the Glastonbury Fire Department and presented 2 Story Time events at Fire Companies #1 and #3. The kids enjoyed stories and activities, learned about firefighters' gear, and had an opportunity to see their fire equipment.
- Hosted "Escape from the Ordinary" event where teens traveled around the world as the library floors were transformed into a six-hole mini golf course.
- Participated in National Novel Writing Month where local authors began writing their novels on November 1st, working to finish by 11:59 pm on November 30th.
- Children's Department hosted several STEAMy days where students K-6 explored aspects of Science, Technology, Arts, and Mathematics (STEAM) at a series of diverse activity stations.
- During Teen Tech Week in March 2016, teens turned a collection of random objects into an incredibly useful flashlight.
- Participated in 'Passport to Connecticut Libraries Program' during April's National Library Week, sponsored by the CT Library Association. Residents were encouraged to pick up a passport at the library and visit other libraries throughout the state during the month.
- Introduced "First WTML Wednesdays", a monthly book discussion group that meets from September – April.



Mini golf course in the library!



The kids loved the Story time at the Fire House this year!

On the Horizon

- Complete building renovations including exterior painting, replacing the windows on the original library building, furniture updates, and the addition of 2 new study rooms on the main level. Lending Area will also be reconfigured to better accommodate express check and to incorporate an automatic materials handler that sorts items upon return.
- Install a payment module on express check stations to allow payment by credit card or Apple Pay.
- Participate in Friends of the Library Annual Book Sale in the Fall of 2016.

Additional Public Libraries in Glastonbury:

East Glastonbury Library - 1389 Neipsic Road Glastonbury, CT 06033
[South Glastonbury Public Library](#) - 80 High Street South Glastonbury, CT 06073

Marketing & Communications



Accomplishments

- Confirmed 70+ reservations at the Glastonbury Boathouse since opening in 2014.
- Created web-form for residents to conveniently contribute donations to Human Services initiatives, successfully doubling donor numbers from previous year.
- Collaborated with web design & development company to create a new, dedicated website for the Glastonbury Boathouse.
- Assisted in planning, development, and execution of annual United way campaign, generating \$7,253 for the local cause.
- Hosted successful and well-attended Open House at the Glastonbury Boathouse to elicit venue interest and awareness.

Online Services

- Researched and designed signage for former Slocomb property to showcase rich history.
- Implemented numerous town website revisions for improved accessibility including:
 - Friendly urls and “call to action” buttons for easy access to commonly referenced information.
 - Introduced electronic form for requesting information and scheduling tours at the Glastonbury Boathouse.
 - Revamped Registrar of Voters Poll Locator document to help residents more easily find voting locations.
- Managed Town and Glastonbury Boathouse Facebook pages and assisted other departments with social media strategies including recruiting for open positions and promoting community events.
- Assisted with implementation and staff training for web-based Citizen Request System.
- Managed advertising presence for the Glastonbury Boathouse on multiple web-based platforms (town website, Pinterest WeddingWire, TheKnot, etc.) to generate rental revenue within target markets.



Town News and Publications

- Created, designed, and developed Annual Report for Fiscal Year 14/15. Saved \$2,500 by producing in-house.
- Partnered with VideoExperts to create promotional video for the Glastonbury Boathouse.
- Assisted Parks & Recreation Department with successful marketing strategy for ‘Learn to Swim’ campaign.
- Authored press releases, green bulletins, and advertorial pieces for town initiatives.
- Designed and developed modern documents for various town departments including 2016-2017 Budget document, new Resident Recycling brochure, and presentation materials for Youth & Family Services at school Open Houses.

On the Horizon

- Launch new website for the Glastonbury Boathouse to increase potential revenue through event rentals.
- Collaborate with Health Department to execute Glastonbury’s first Community Health Assessment (CHA).
- Continue to improve town website and apply for a municipal website award.
- Design and produce Annual Budget Document for Fiscal Year 2017/2018 in collaboration with Financial Administration.

Parks & Recreation

Accomplishments, Recognition, and Successes

- Achieved Bronze Level Bicycle Friendly Community designation. Ongoing efforts will continue to further improve the town's ability to accommodate cyclists.
- Two park maintainers earned Certified Pool Operators certification with the National Swimming Pool Foundation.
- Began using the web-based citizen request system for tracking and online reporting.
- Partnered with Wesleyan University and a neighboring community to host various aquatic programs while the high school pool was closed for maintenance.
- Achieved continued success of 'Swim By Eight' program with 69.8% of all swim lessons taught to children age 8 and under. Campaign was expanded to include private swim lessons with 25 private swim lessons taught this fiscal year.
- Opened Glastonbury's first public boat launch at the Riverfront Park. Within its first year:
 - ~400 boats launched during hours staffed by an attendant
 - 16 kayaks rented outdoor storage space
 - 8 rowing shells leased indoor storage space
- Began hosting events at Glastonbury Boathouse. Over 50 events held in first year including:



17 WEDDINGS **14 CORPORATE EVENTS** **3 LARGE FUNDRAISERS**

Events also included birthday parties, anniversary celebrations, holiday parties, and a high school prom. To help generate awareness with potential clients, the Glastonbury Boathouse also hosted a successful Open House in November 2015, which was attended by 200+ guests.



Photographer Credit: Upper Left and upper right: Deb Meole; Center photo: Adam & Amy Photography; Bottom left: Frost Photography; Bottom Right, Samantha Perrelli Photography.

Parks & Recreation Cont'd

New Programs, Services, and Amenities

- Held first annual Bicycle Scavenger Hunt.
- Offered American Red Cross certified babysitting lessons.
- Partnered with 'Glastonbury Partners in Planting' and several local garden clubs to plant additional shade and ornamental trees at Matson Hill Open Space.
- Deployed new "showmobile" portable stage during annual Summer Music Festival.
- Installed additional lighting at Riverfront Park to illuminate walkway between the boathouse and picnic pavilion for improved safety and visitor comfort. Lighting also supports the 178 space parking lot, used for overflow volume as needed.
- Replaced water heater at Addison Pool with more energy efficient unit, thereby reducing electricity costs by 20%.
- Accumulated 1400+ "Likes" on the [Glastonbury Parks & Recreation Facebook page](#). Expanded social media use has become an effective platform for sharing information and marketing departmental programs.
- Integrated Senior Services program information into seasonal program brochures distributed to residents 3 times per year. Additional exposure has increased public awareness and participation in senior programs.
- Implemented computerized program to allow Santa's Run participants to immediately view results upon crossing the finish line.
- Began using Adobe Illustrator software to improve quality of marketing materials.

On the Horizon

- Restore primary irrigation pond at Minnechaug Golf Course including removal of 2,300 cubic yards of accumulated sediment. This will increase the pond's holding capacity and provide a more reliable water supply for course irrigation.
- Replace synthetic turf field at Glastonbury High School to minimize impact on high school and community athletics.
- Install new childrens' playground at Town-sponsored preschool, Kangaroo Kids.
- Begin installation of new controllers on underground irrigation systems to allow remote control access, improve efficiencies, reduce water consumption and energy costs, enhance turf management capabilities, and realize labor/fuel savings.



Physical Services

Engineering | Fleet Maintenance | Highway

Accomplishments and Recognition

- Installed second electric vehicle charging station within the Town Hall complex for Town or public use.
- Finished site work and utility installation in conjunction with construction of the new Facilities Maintenance building on the Town Hall/Academy site. Work included parking area construction, drainage, and connection to the sanitary sewer system.
- Administered and inspected construction of several projects including:
 - Sidewalks on Naubuc Avenue between Welles Street and Glastonbury Boulevard.
 - Realignment of Griswold Street/House Street/Harris Street intersection and traffic signal equipment replacement. Project completion has resulted in significant reductions in delays during peak afternoon period.
 - Sidewalks on Williams Street East between New London Turnpike and Willieb Street, a pedestrian connection linking retail establishments with an extensive sidewalk network.



- Generated detailed specifications for purchase of new sanitary sewer flusher truck.
- Established GIS-based computer program to effectively track and report physical conditions on Town roadways. System will be used during storms to identify circumstances that necessitate activation of Town's Emergency Operation Center.
- Completed driveway and paved parking area construction at the former Longo, Greyledge, and Arbor Acres properties, allowing public access and passive recreational opportunities at these Town parcels.
- Responded to 22 scenarios requiring in-storm repair of trucks and assistance in snow and ice removal. The higher than normal frequency of storm events this past year posed continued challenges in terms of making rapid vehicle repairs but the team allocated time and resources successfully to keep conditions as safe as possible.
- Completed work on 2nd phase of Tryon Street drainage project which will improve stormwater discharge quality and resolve a long-standing problem with localized flooding during intense rain events.



Initial excavation work.



Setting new pipe outlet at CT River.



Completed pipe outlet at Connecticut River.

Physical Services Cont'd

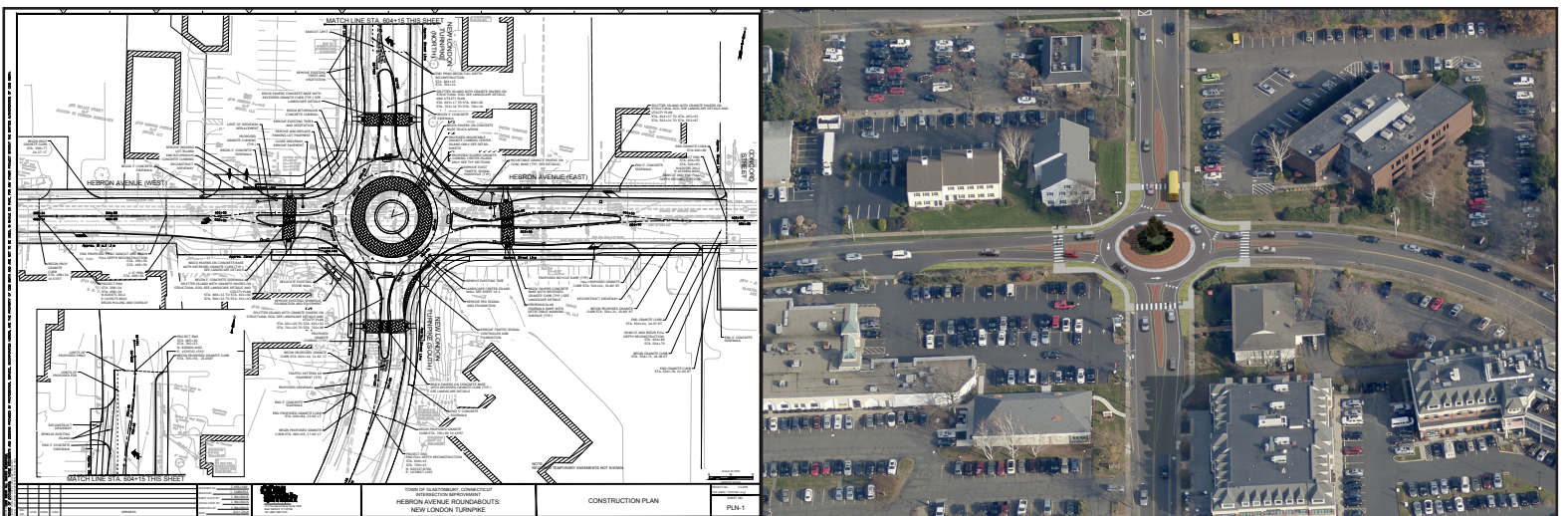
Engineering | Fleet Maintenance | Highway

On the Horizon

- 2016 Paving Program to include milling and paving of the busy, 5-legged intersection formed by New London Turnpike/Oak Street/Williams Street East/Route 17 off-ramp.
- Complete design plans for pavement rehabilitation on Hebron Avenue between Main Street and Sycamore Street. Construction work will be 100% grant-funded and will generally consist of full-width milling and paving, along with limited aesthetic improvements. This work will be carefully coordinated with potential streetscape and intersection improvements at New London Turnpike.
- Conduct a formalized study and analysis of the Town's existing CNG filling station to project future capacity requirements and possible funding requests.
- Purchase and install a third electric vehicle charging station. Location to be chosen with a focus on meeting charging demand for potential future fleet use.
- Generate vehicle specifications for purchasing large trucks, a new street sweeper, and all budgeted heavy equipment.
- Administer design and construction phase work associated with construction of a modern roundabout at the Hebron Avenue/New London Turnpike intersection. Implementation of this traffic management approach will significantly reduce congestion and delay on both arterial roadways.
- Complete work on next phase of the Tryon Street drainage project to include stormwater quality improvements on Dug Road. Resulting runoff turbidity from the agricultural fields and gravel road will be markedly reduced.
- Administer final design, permitting, and construction efforts associated with Federal transportation grant funding of bridge replacement on Eastern Boulevard at Salmon Brook. Grant dollars will reimburse 80% of design & construction phase costs.
- Work with private contractors as necessary to implement desired parking, pavement condition, and green space modifications that will enhance both operational and aesthetic qualities to the Town Hall/Academy site.



Electric Vehicle Charging Station installed in Town Hall complex.



Construction Plan (pictured at left) and Early Concept Rendering (pictured at right) for the new roundabout in Town Center.

Public Safety

Fire Department

Accomplishments and Recognition

- Received \$35K from Firehouse Subs Foundation for the purchase of two sets of extrication tools.
- Firefighter Brian Hollister was recognized as The Exchange Club's 2016 Firefighter of the Year.
- Lieutenant John Ruggiero received the Department's 'Officer of the Year' award.
- Firefighter, Bryan Palacio, was recognized as The Department's 'Rookie of the Year'.
- Actively updated [Fire Department Facebook page](#) to keep residents informed about pertinent news, events, and announcements.
- Implemented a per diem program which has a fire station staffed between the hours of 8 AM and 4:30 PM, Monday through Friday.



*Firefighter Brian Hollister,
2016 Firefighter of the Year.*

Community Outreach

- Partnered with Glastonbury Police and Saint Francis Hospital to host two Car Seat Clinics.
- Awarded 'Best Appearing Truck' at The Exchange Club's annual "Touch a Truck" event.
- Partnered with Welles Turner Library and hosted two Story Time events at Fire Companies #1 and #3 during July.

The Glastonbury Fire Department has 4 Fire Stations located at the following addresses:

Company 1 (Headquarters)
2825 Main Street
Glastonbury, CT 06033

Company 2
905 Main Street
South Glastonbury, CT 06073

Company 3
1089 Chestnut Hill Road
Glastonbury, CT 06033

Company 4
1247 Manchester Road
Glastonbury, CT 06033

Join our Team and Serve Your Community!

The men and women of our department pride themselves in being one of the best-trained and equipped fire service organizations within the State of Connecticut.

If you've ever thought about becoming a member, now is the time to get involved! The Fire Department is seeking new members who are willing to train, respond, and serve their community as a part of our team.

For more information, visit www.glastonburyfd.org or contact us at (860) 652-7555 or info@fire.glasct.org.



Public Safety

Police Department

Accomplishments and Recognition

- Officer Steve Moyer received an award from The Greatest Save, a non-profit organization dedicated to protecting children from online predators, for his work on these types of cases.
- Officer David Hoover was selected as Glastonbury's 'Police Officer of the Year' at a banquet hosted by the Glastonbury Exchange Club.
- 5 new officers were hired to replace retired officers.



New and Improved Processes, Programs, and Activities

- The Connecticut Center for Digital Investigations (CDI) is a regional computer forensics laboratory made up of 9 local law enforcement agencies and the Glastonbury Police Department is among their members. Under the supervision of Sergeant Corey Davis, Glastonbury has assumed a leadership role in the organization and has secured \$19,000 dollars in grants provided by CRCOG and the Capitol Region Chiefs of Police Association. The grants will provide new equipment including new computers, servers, and software to allow the CDI to be on the cutting edge of technology.
- Staff expanded social media use and reach exponentially, increasing the number of Facebook Likes from 800 to over 2000, and reaching 1,000+ followers on Twitter. Social media has helped the department effectively communicate with segments of the community that wouldn't otherwise be possible. Use of social media has been a valuable expansion of the department's community policing initiatives in the following ways:
 - Identifying numerous suspects through posting of surveillance photos
 - Locating owners of lost animals and successfully adopting animals from the town's animal control facility
 - Disseminating important public safety messages



On the Horizon

- CDI recently formed a partnership with the University of New Haven's Tagliatela College of Engineering, Department of Electrical and Computer Engineering, and Computer Science. This will draw unpaid academic interns with computer forensics knowledge to work at the CDI laboratory where they will conduct testing and experiments on our tools and processes to ensure the laboratory remains at the forefront of the industry. The UNH laboratory would also be used as CDI's "research arm" to develop new computer forensic processes. This partnership will provide hundreds of hours of valuable productivity over the next year, at no cost to the Town of Glastonbury or other CDI member agencies.
- The Department is in the final stages of assuming the dispatcher responsibilities for the Town of East Hampton's Police, Fire, and EMS calls. Upgrades to the current dispatch center, located within the police facility, will include the addition of another dispatching console and upgrades to the radio and records management systems.

Public Safety

Emergency Management

Successes & Accomplishments

- Completed annual statewide exercise (EPPI) designed to test and evaluate emergency event response from all Connecticut cities & towns.
- Provided emergency communications, standard and emergency assistance, and real-time weather monitoring during annual Santa's Run, Summer Music Festival, and other community events.
- Participated in WTIC-AM Annual Food Drive for 20th consecutive year.
- Maintained Glastonbury's status as a federally recognized "Storm Ready Town" with the National Weather Service.
- Key team members completed 7 additional courses from the Emergency Management Institute as required by the CT Division of Emergency Management & Homeland Security and FEMA.
- Continued expansion of Emergency Management internship program for students enrolled at Goodwin College, University of New Haven, Mitchell College, and Salve Regina College.
- Supported Glastonbury and Manchester Health Departments in 2016 pandemic exercise involving the State of CT Division of Emergency Management and Homeland Security.

On the Horizon

- Continue advanced training with the Emergency Management Institute as recommended by FEMA and other federal agencies.
- Sustain ongoing evaluation of new technologies & methodologies to prepare for and mitigate emergency circumstances.



Robert DiBella, the Director of Emergency Management, was recognized for his 50 years of dedicated service to the Town of Glastonbury.



Staff continuously monitor river levels and analyze hydrologic data to ensure emergency preparedness in the community.

Always be prepared and have the following supply kits on hand in your home or business!

Emergency Supply Kits should include:

- At least 1 gallon of water per person, per day. Additional supply needed for children, nursing women, and during warm temperature seasons.
- Canned or sealed foods
- Manual can opener, paper plates, plastic utensils, and a cooking apparatus
- Paper towels, toilet paper, soap
- Battery-powered radio, flashlights
- Cell phone with extra batteries
- Blanket/sleeping bag, pillows
- Extra clothing for all family members
- Diapers, games, toys, and books

First-Aid Kits should include:

- Prescription/OTC medications
- Medical supplies
- Eye glasses, contact lens supplies, etc.
- List of your doctors
- Garbage bags and cleaning supplies
- Pet's necessities (food, water, id tags, medications, immunization records)
- Extra set of car keys
- Credit cards, cash, & personal identification information
- Photos of your family/pets in case you are separated
- Plastic and duct tape (for chemical emergencies)

Sanitation

Refuse Disposal | Water Pollution Control Authority

Achievements and Improvements

Water Pollution Control Division

- Reduced electricity consumption 85,488 kwh from previous year (1,267,392 kilowatt hours (kwh) of electricity consumed for the year or 3,472 kwh per average 24 hour day.)
- Maintained Town's sewer use rate within the lowest quarter percentile amongst other Connecticut towns with similar populations served.
- The State Department of Energy & Environmental Protection (DEEP) plant effluent permit for 2015 required a maximum of 98 lbs of nitrogen to be discharged per day from our wastewater. Actual average discharge for this period was 49 lbs/day, outperforming this limit and establishing an overall increased removal rate of 50%.
- 2,359,500 gallons of sludge were processed and disposed of, an average of 3,117 pounds per day.



740.85M gallons of wastewater processed, an average of 2.03M gallons/day!



1,600 tons of refuse disposed of at the Transfer Station



Electricity consumption was **REDUCED** by **85,488 kwh**



7,350 Waste Disposal Permits issued



1,718 mattresses recycled through new program

Refuse Disposal Division

- 7,350 waste disposal permits issued.
- Hosted 2 town-sponsored paper shred events, collecting 800 containers of paper from 300 residents.
- 411 residents used our regional Household Hazardous Waste Collection Facility to safely dispose of their hazardous materials.
- 1,600 tons of refuse was disposed of at the Transfer Station.
- 1.5 tons of textiles were recycled each month, generating \$1,484 in Town revenue.
- 1,718 mattresses were recycled through new program.

On the Horizon

Water Pollution Control Division

- Evaluate replacement options for Cider Mill Pump Station.
- Distribute Annual Sewer Use bills on November 1, 2016.

Refuse Disposal Division

- Evaluate waste disposal programs and associated fees for ongoing sustainability.
- Continue hosting Household Hazardous Waste Collection events throughout the year (spring and fall). Visit the Town's online [Events Calendar](#) for scheduled dates.



Refuse division installed a "Big Belly Compactor" outside of Town Hall's main entrance. This recycling solution uses solar energy to compact deposited waste and holds 5x the capacity of a standard garbage can.

Registrars of Voters

Accomplishments and Successes

- Streamlined poll worker management system by working with IT staff to create a database and standardize reporting.
- Completed 6 of the 8 required certification courses hosted by the UCONN School of Business. Remaining courses to be completed in the coming months.
- Validated 800 current voter addresses by using State and National programs that help ensure elector database integrity. This effort is designed to reduce polling location inquiries on Election dates.
- Hired & trained 35 new poll workers who may be called upon to work up to three elections each year.

Presidential Election 2016

- Conducted trial run of State's Election Night Management tool for Presidential Preference Primary. This mandatory system allows Towns to upload preliminary voting results and consolidates totals to provide early indication of election results.
- Continued to educate the electorate about the various voter registration options in an effort to increase number of registered voters from prior years.
- Introduced revamped training modules to consolidate poll working materials and train all volunteers as a group. New materials provide a general overview of job expectations and the group forum offers poll workers the opportunity to meet and establish a rapport before Election Day.



Poll workers, Duane Luster, Alice Luster, and Renee Daignault, involved in counting absentee ballots for the 2016 Presidential Election.

On the Horizon

- Receive an assist from the State for registering voters. The Secretary of the State, in conjunction with the DMV, has set up computers at the DMV for potential electors to register to vote online. This system is more efficient and less time consuming for residents, and can be used instead of the current paper process.
- The State is contemplating using an electronic system to check off electors. By using an electronic poll book, administrators can track how many voters participate per hour, on a real time basis. The potential challenge with this method is ensuring data security. The Registrars are actively involved in helping to select a vendor and features.

Financials

**TOWN OF GLASTONBURY - GENERAL FUND
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
BUDGETARY BASIS - BUDGET AND ACTUAL - GENERAL FUND
FOR THE YEAR ENDED JUNE 30, 2016**

	Budgeted Amounts		Variance with Final Budget	
	Original	Final	Actual	Positive (Negative)
REVENUES				
Property taxes	139,718,965	139,718,965	140,255,321	536,356
Licenses and permits	833,150	833,150	1,655,217	822,067
Intergovernmental	7,871,845	8,941,027	9,336,232	395,205
Charges for Services	1,535,625	1,559,525	1,821,591	262,066
Investment Income	400,000	400,000	375,091	(24,929)
Other Revenue	1,902,276	1,902,276	1,890,842	(11,434)
Total revenues	152,261,861	153,354,943	155,334,274	1,979,331
EXPENDITURES				
General Government	3,224,366	3,168,369	2,952,448	215,921
Community development	1,754,344	1,754,344	1,738,682	15,662
Administrative services	6,412,431	6,659,359	6,522,604	136,755
Public safety	12,382,071	12,461,788	12,400,819	60,969
Physical services	6,503,674	6,661,955	6,531,451	130,504
Sanitation	764,607	789,707	726,101	63,606
Human services	2,939,725	3,017,770	2,919,612	98,158
Liesure/Culture	5,250,351	5,379,782	5,254,630	125,152
Contingency	175,000	118,500	0	118,500
Education	99,250,292	100,469,006	100,315,657	153,349
Debt Service	9,210,000	8,856,700	8,856,681	19
Total Expenditures	147,866,861	149,337,280	148,218,685	1,118,595
Excess (Deficiency) of Revenues over Expenditures	4,395,000	4,017,663	7,115,589	3,097,926
Other Financing Sources (Uses)				
Transfers in	650,000	650,000	0	(650,000)
Transfers out	(5,045,000)	(5,631,300)	(5,631,300)	0
Total Other Financing Sources (Uses)	(4,395,000)	(4,981,300)	(5,631,300)	(650,000)
Net Change in Fund Balance	0	(963,637)	1,484,289	2,447,926
Fund Balance at Beginning of Year			25,706,559	
Fund Balance at End of Year			\$27,190,848	

Financials

2016

ASSETS

Cash and cash equivalents	31,352,842
Receivables:	
Property taxes	724,076
Other	395,844
Inventory	202,268
Other assets	14,999

Total Assets 32,690,029

LIABILITIES AND FUND BALANCE

Liabilities:

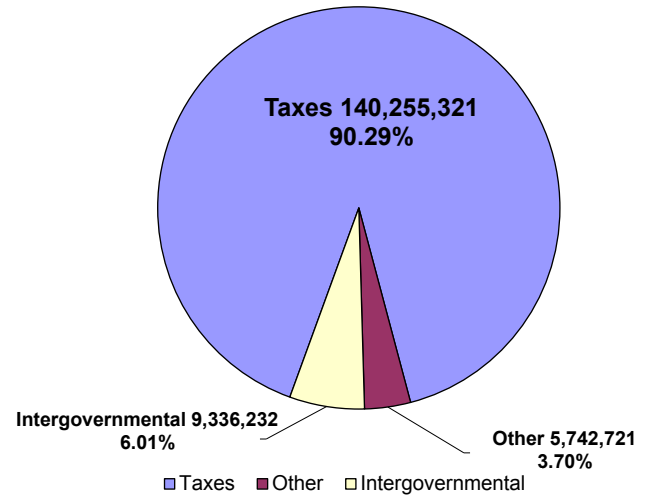
Accounts and other payables	3,422,325
Due to developers for escrow deposits	812,874
Due to others for escrow deposits	119,451
Unearned revenue	140,535
Deferred revenue and Advance tax payments	<u>1,003,996</u>
Total Liabilities	<u><u>5,499,181</u></u>

Fund Balance:

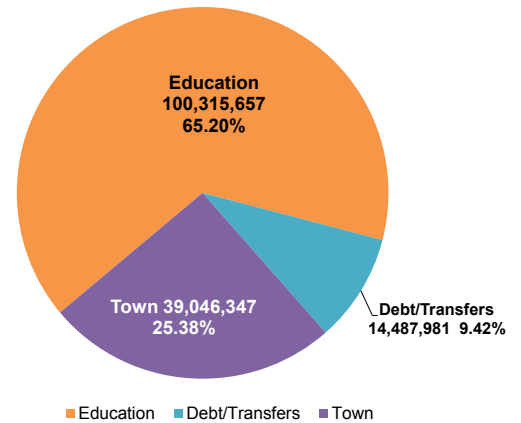
Nonspendable	217,267
Assigned	1,001,234
Unassigned	<u>25,972,347</u>
Total Fund Balance	<u><u>27,190,848</u></u>

Total Liabilities and Fund Balance 32,690,029

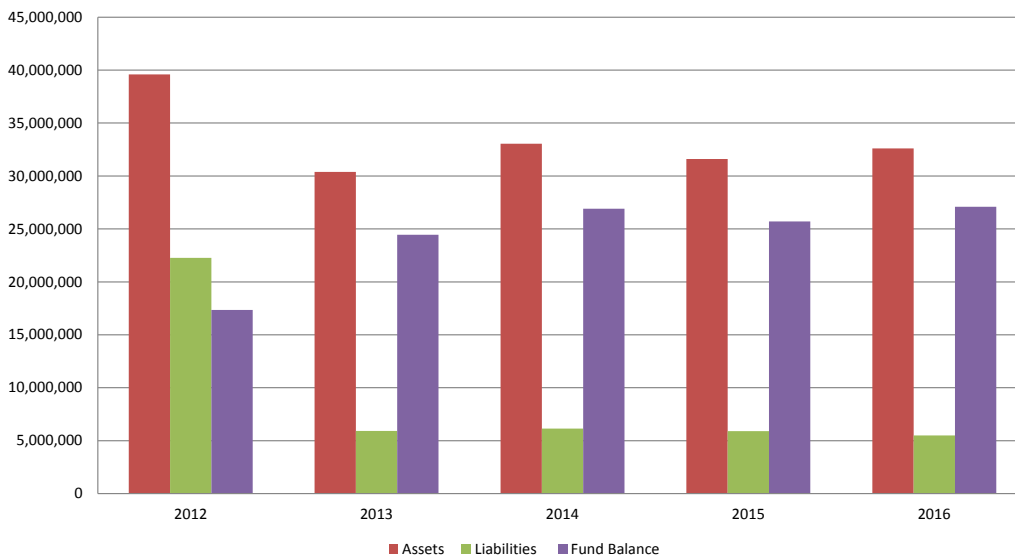
2015/16 REVENUES



2015/16 EXPENDITURES



Assets, Liabilities, Fund Balance
2012-2016



A complete copy of the financial report is available for review at Town Hall, 2155 Main Street Glastonbury, CT 06033.

Town Profile

Glastonbury is located 10 miles southeast of Hartford, south of Route 3, and east of the CT River and Interstate 91. Glastonbury has a population of approximately 34,661 and is served by the Central CT Regional Planning Agency and the Capitol Region Council of Governments (CRCOG).

52.5 sq. miles

33,600 acres

7 Voting Districts

9 Public Schools

Buttonball Lane Elementary School
 Eastbury Elementary School
 Gideon Welles School
 Glastonbury High School
 Hebron Avenue Elementary School
 Hopewell Elementary School
 Naubuc Elementary School
 Nayaug Elementary School
 Smith Middle School

Form of Government

Town Council, Town Manager, Board of Finance

Town Manager

Richard J. Johnson - 860-652-7500

Town Council 2015 - 2016

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

State Representatives

Dr. Prasad Srinivasan (R) - (860) 652-8761
 Mark Tweedie (R) - (800) 842-1423

State Senator

Steve Cassano (D) (860) 240-5302

U.S. Senators

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

U.S. Congressmen

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

Land Use*

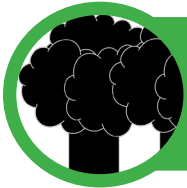
*Figures are approximations



60% Land area is residential with suburban to rural densities



15% Geographically compact commercial/employment district



25% Open space comprising water company, state forest, & town lands

Financial Info

Net Grand List

2014 - \$3,871,305,346

2015 - \$3,915,070,219

Tax Rate

July, 2015: 36.1 mills

July 2016: 36.4 mills RE & PP; 34.6 mills MV

Elected/Appointed Officials

ELECTED OFFICIALS

Zoning Board of Appeals	Board of Finance	Board of Education	Town Council	Fire Commission	Board of Assessment Appeals
Michael T. Fitzpatrick Nicholas Kornis Sandra O'Leary Brian R. Smith Timothy Lamb Alternates: Jaye Winkler Ed Andreozzi James P. Sinclair	Jared Soper, CH James R. McIntosh Michael Toppi James R. Zeller Constantine Constantine, V.C Walter J. Cusson	Susan Karp, CH Rosemary Coggeshall Jeremy Grieson Douglas C. Foyle Eric George Chittaranjan Sahay Lillian Tanski Julie Thompson	Stewart "Chip" Beckett III, CH Kurt P. Cavanaugh Karen Boisvert William T. Finn Whit C. Osgood, V. CH Lawrence J. Byar Cara T. Keefe Jill Barry Thomas P. Gullotta	Gilbert D. Spencer, CH James W. Dutton John Cafazzo Charles A. (Chuck) Longo Arnold H. Higgins Richard W. French, Jr.	David Cordone Christopher M. Gallagher Dennis C. Cavanaugh Robert J. Zanolungo* Kim Perna Michael C. Collins George Norman *Additional member during reevaluation year(s)

APPOINTED OFFICIALS

Agricultural Advisory Committee

Mario Accornero
Richard Ferrari
Deborah McIntosh
Michael Longo

Building Board of Appeals/ Code Review Committee

Peter Carey, Liaison
Luther Weeks
James W. Dutton
Robert Kaelin
Robyn Guimont
Marion Terry

Capitol Region Council of Governments

Stewart "Chip" Beckett III

Central Regional Tourism District AKA River Valley/Connecticut

Donald B. Reid

Commission on Aging

Denise Weeks
Catherine B. Lawlor
John DiSette
Rosemary Hokanson
Ernest F. Reale
Eva Bowden, CH
Janeen Dolan

Community Beautification Committee

Jarrod Sansoucy
Robert G. Shipman, CH
Donald B. Reid
Linda DeGraft
Della Winans
Debra DeVries-Dalton
Mark A. Babineau

Connecticut River Assembly

Manish Gupta

Conservation Commission

Kim McClain
Judy Harper, CH
Dennis McInerney
Mark R. Temple
Frank J. Kaputa
Manish K. Gupta
Helen D. Stern

COX Cable Advisory Council

Fred Henrikson
Joseph Gormley
Douglas Foyle (Bd. Of Ed. Rep.)

Economic Development Commission

Gretchen Deans
Anthony L. Lazzaro, Jr.
Harold Harris
Raymond A. Dolan
Sridhar Kadaba
Caren Kittredge

Ethics Commission

James Hagen
Al Herzog, CH
Nancy Thomas
Cynthia Cudworth
Angela Bull
Alternates:
Anthony Gesnaldo

Fair Rent Commission

Neil Griffin, Liaison (contact)
Robert J. Zanolungo Jr.
Judith A. Stearns
Marti Curtiss
Carol Ahlschlager
John C. Hilton
Charles F. Murray
Allen Friedrich

Fine Arts Commission

Kelly Devanny - Liaison
Doris O'Rourke
Helen Litwin
Marion Terry Cordone
Betsy Hamilton
Heather Summers
VACANCY
Diane Lacy

Great Pond Stewardship Committee

Gerhard R. Schade, CH
Paul Kehoe
Dennis McInerney
David Gumbart
Whit C. Osgood
Lawrence J. Byar
Thomas P. Gullotta
Judy Harper
Tom Mocko, Environmental Planner

Historic District Commission

Robert Hale
Barbara Theurkauf, CH
Henry von Wadtke
Robert J. Zanolungo
Alternates:
Brian Chiffer
Brian Davis
Jane Fox

Housing Code of Appeals

Wendy Mis, Liaison
Charles F. Murray
Adam Fleisher
*2 vacancies

Human Relations Commission

Nick Daukas
David Peniston II
Patricia A. Darling
John C. Glezen, CH
Virginia (Hajek) Roscoe

Incorporators/Free Academy

Richard Mihm
William Wulfange
Clement J. Pontillo

Insurance Advisory Committee

Robert J. Hager, CH
Stephen J. Ludwig
David Hoopes
William Wulfange
Ronald Strine
Ben Kehl

Personnel Appeals Board

Town Manager's Office- Liaison
Allen Friedrich
Robert W. Rulevich
Richard Vitarelli
Lynn Onderko

Poet Laureate

Ms. Alexandrina Sergio

Public Buildings Commission

Lisbeth Becker, CH
Charles I. Monzeglio
Stephen Shipman
Matthew Saunig
Suzanne S. Galvin
Liaisons:
Rosemary Coggeshall (Bd. Of Ed.)
Gus Constantine (Bd. of Fin.)

Public Housing Authority

Donald H. Foberg
James F. Noonan
Carl Stenman
Zelda Lessne, CH
Judith Jaskulski

Recreation Commission

Mario DiLoreto
Daniel Durso
Ann Mount
Jason Smith
Michael H. Clinton, CH
H. James Boice, V. CH.

Town Plan & Zoning Commission

Keith S. Shaw
Patricia V. Low
Raymond Hassett
Michael Botelho
Jay Boothroyd
Sharon H. Purtill, CH
Alternates:
Scott Miller
Anne George
Lawrence Niland

Water Pollution Control Authority

Robert Lynn
James Parry
Louis M. Accornero
Nils Carlson
John A. Davis, Jr.
John Tanski, CH
William O'Keefe

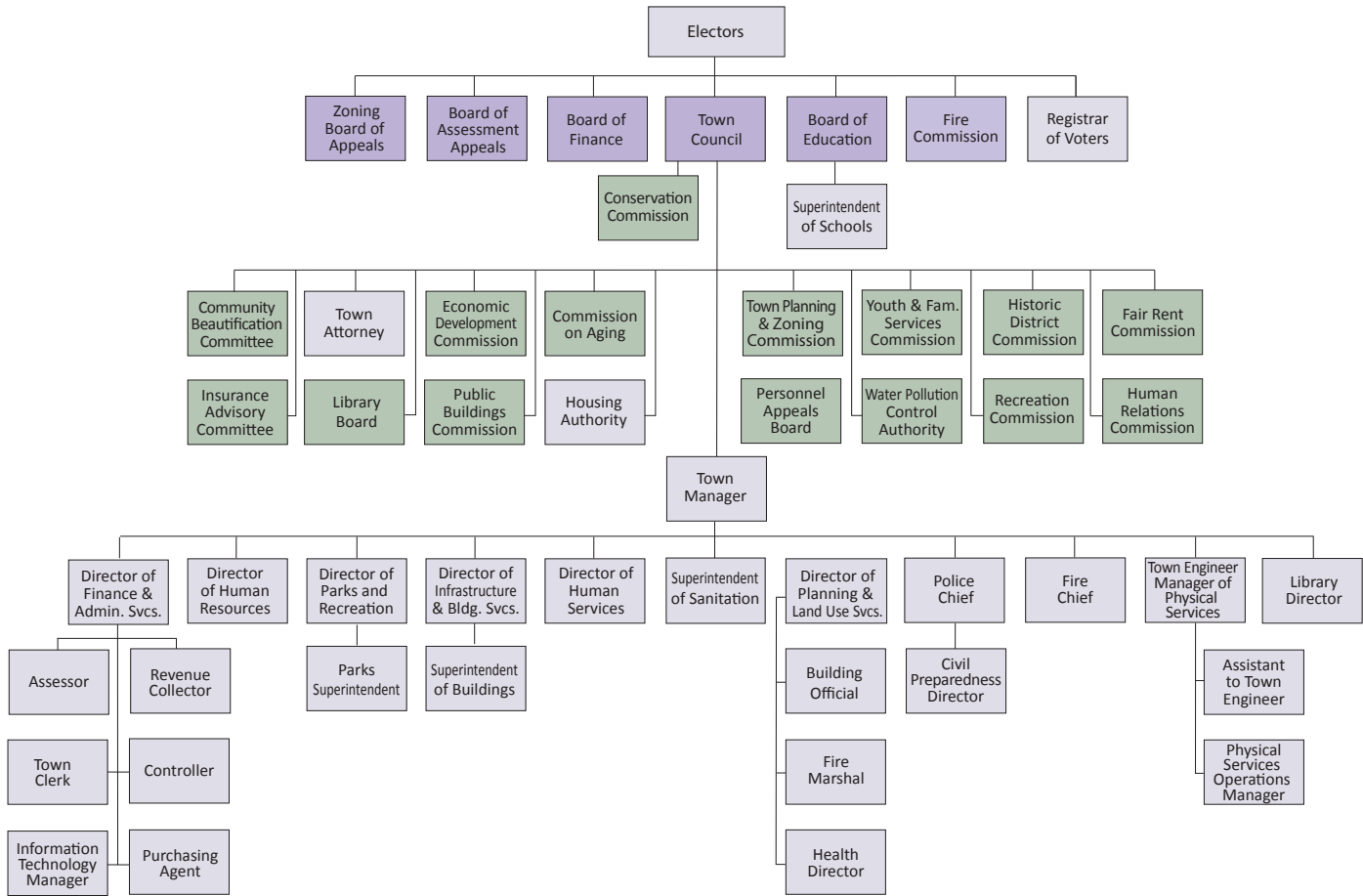
Welles Turner Library Board

Bridget C. Gallagher
Henry Hunt
Perry Charnas
Jaye Winkler
Irene Newquist
James Honiss, Sr.

Youth & Family Services Commission

Anne Gershkoff Bowman
Lisa Mandeville-McGeough
Pamela Crouch
Diana Levsky
Angela Phelan
Natalie Cook
Tricia Dougherty, CH.
Bonnie Fierravanti
Chris Gullotta
Non-Voting Members:
Rosemary Coggeshall, Board of Ed.
Officer Kreg O'Brien, Glast. P.D.

Organizational Chart



Administration

Town Manager - Richard J. Johnson

Chief of Police - David Caron

Director of Finance & Administrative Services - Diane Waldron

Director of Planning & Land Use Services - Khara Dodds

Town Engineer/Manager of Physical Services - Dan Pennington

Director of Human Resources - Sherri Tanguay

Resident Resources

Community Events

View Town-organized events on our online [Events Calendar](#). You can even filter by category or Department of interest! Events organized by the CT River Valley Chamber of Commerce (formerly the Glastonbury Chamber) are posted on their new website, www.crvchamber.org.

Programs and Activities

[Activities for Residents Age 50+](#)
[Educational Opportunities](#)
[Library Programs](#)
[Parks & Recreation Programs](#)

Town Services

[Citizen Request for Service](#)
[Dial-A-Ride](#)
[GIS Maps and Property Data](#)
[Licenses/Permits](#)
[Lookup Tax Info](#)
[Town WiFi Locations](#)
[Venue & Facility Rentals](#)
[Voter Registration](#)

Helpful Contact Information



General Inquiries:	Customer Service:	(860) 652-7710
Employment Opportunities:	Human Resources:	(860) 652-7501
Home Improvements & Building Permits:	Building Inspection:	(860) 652-7521
Police/Public Safety (Non-emergencies):	Police Dispatcher:	(860) 633-8301
Meeting Minutes/Agendas:	Town Clerk's Office:	(860) 652-7616
Service Requests:	Customer Service:	(860) 652-7710

Meeting Minutes/Agendas



To view agendas and minutes from Glastonbury Board, Commission, & Council meetings, visit www.glastonbury-ct.gov and click on the "Minutes & Agendas" icon (pictured at left). Upon arriving at the page, you can choose the group of interest and view pertinent meeting documents from past and upcoming meetings.

Stay up to date with eNotify!



Glastonbury has an email notification system to help YOU stay up-to-date on the happenings here in Town. Best of all, it's quick and easy to sign up! Visit www.glastonbury-ct.gov/enotify and enter your full name and email address. Check the boxes next to any categories that interest you under News, Calendar Events, RFPs, and even Job Opportunities! Upon completing the form, you'll automatically receive messages to your subscribing email address when the town posts items that meet your selections. You can even add or remove categories at any point in the future, so sign up today!

Glastonbury is on Facebook!

Follow specific departments for the info you want most.

- [Town of Glastonbury - General Page](#)
- [Fire Department](#)
- [Glastonbury Boathouse](#)
- [Parks & Recreation](#)
- [Police Department](#)
- [Senior Services](#)

Town Hours of Operation

Town Hall: 8:00am - 4:30pm (Monday - Friday)
Transfer Station: 7:00am - 3:00pm (Tuesday - Saturday)
Bulky Waste Facility: 7:00am - 3:00pm (Monday - Saturday)

Resident Resources Cont'd

Key Contacts - Glastonbury Public Schools

Central Office

General Information
Superintendent of Schools
Assistant Superintendent
Assistant Superintendent
Administrator for Pupil Services
Transportation Coordinator

Contact Person

Alan Bookman
Matthew Dunbar
Rosemary Tralli
Anita Russell
Angelo Balesano

Phone

860-652-7961
860-652-7951
860-652-7965
860-652-7963
860-652-7971
860-652-7295

Curriculum

Art
Athletics
Career & Technical Education
Foreign Language and ELL
Health & Physical Education
History & Social Sciences
Language Arts & Reading (K-6)
Secondary English (7-12)
Mathematics
Music
Special Education
School Counseling
Science
Technology and Information Services

Director

Cindy Parsons
Trish Witkin
Jill Carey
Rita Oleksak
Ann Marie Colebrook
Ilene Viner
Joanne St. Peter
Kate Lund
Caroline Quinn-Alger
Patricia Lignelli
Diana Kelley
Edward Gregorski
Christine Tedisky
Brian Czapla

Phone

860-652-7954
860-652-7200 ext 2116
860-652-7200 ext 2002
860-652-7954
860-652-7958
860-652-7967
860-652-7967
860-652-7200 ext 1050
860-652-7975
860-652-7975
860-652-7971
860-652-7200 ext 1800
860-652-7200 ext 2002
860-652-4910 ext 364

School

Glastonbury High School
Smith Middle School
Gideon Welles School
Buttonball Lane School
Eastbury School
Hebron Avenue School
Hopewell School
Naubuc School
Nayaug School

Principal

Nancy Bean
Donna Schilke
James Gregorski
Kent Hurlburt
Janet Balthazar
Linda Provost
Kathleen Murphy
Mike Litke
Kristine Garofalo

Phone

860-652-7200 ext 1025
860-652-7040
860-652-7800
860-652-7276
860-652-7858
860-652-7875
860-652-7897
860-652-7918
860-652-4949

Glastonbury Public Schools Website: <http://www.glastonburyus.org>

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Town of Glastonbury

2155 Main Street Glastonbury, CT 06033

(860) 652-7710

www.glastonbury-ct.gov