

Table of Contents

Dedications	2
Our Town	
Statistics and Information	3
Town Council	4
Town Manager	5
Board of Education	6-7
Probate Court	8
Town Attorney	8
Human Services	
Social Services	9
Senior Services	9
Parks and Recreation	10-11
Libraries:	
Welles-Turner Memorial	12
E. Glastonbury Public	13
S. Glastonbury Public	13
Youth & Family Services	14
Special Services You Can Call Our & Post	
Adult Day Care	15
Child Day Care	15
Home Care	15
Job Training	15
Nursing Home	15
Respite Care	15
Senior Center	15
Special Services	15
Welfare	15
Facilities Maintenance	19
Housing Authority	19
Physical Services	
Physical Services	20
Engineering	20
Highway	20
Vehicle Maintenance	20
Sanitation	
Water Pollution	
Control Authority	21
Water Pollution Control	21
Refuse Disposal	21
Public Safety	
Police Department	22
Fire Department	23
Ambulance Association	23
Civil Preparedness	24
Community Development	
Community Development	25
Great Pond Preserve	
Stewardship Committee	25
Administrative Services	
Board of Finance	26
Financial Administration	26
Accounting	26
Property Assessment	27
Revenue Collection	27
Town Clerk	27
Financial Highlights	
Income Statement	28
Balance Sheet	29
Town Officials	
Elected & Appointed	30-31



Dedication

The annual report this year is dedicated to two remarkable women — Marcia Erley and Inez Hemlock.

Each holds a firm place in the Town's record of people who have made a significant and important difference. Both were ladies, quietly effective: neither was a desk pounder or used loud (or even soft) political rhetoric. They did their homework and were prepared to face difficult issues. They had a lot in common but were very different in as many ways.

Both came to town with husbands who had jobs in the area. While each became involved in Glastonbury life in short order, they took different directions. Marcia had a long record of civic activity in the Midwest before she moved to town and she just kept going here. She maintained her support and work for her college — Mt. Holyoke — with activity through alumni groups, including a three year term as its president and concurrently a member of the Board of Trustees. A member of the Republican Town Committee she worked for the party in many ways, finally serving five terms on the Town Council. At the time she ceased to seek election, she was Vice Chairperson of the Council. She most recently was a board member of, and active contributor to, major decisions for the Welles-Turner Memorial Library Second Century Fund. She spent many hours working with the Town agency of Village and Family Services.

Inez, called Inie by her many friends, started in the school system. She became deeply involved in the department's art program, showing students another and delightful means of expression. Her interest in education led eventually to the Board of Education where she

served for nine years, seven of them as chairperson. She also served on the Cable Commission. In addition, Inie was an active member of the Second Century Fund and a member of several banks' advisory boards. As an active member of the Republican Town Committee, her guidance and quiet authority carried good sense to the forefront. Wherever Inie served, good things seemed to happen.

She rejoiced in having her children and grandchildren nearby. One of the things she thoroughly enjoyed was a good golf game — she had a local personal record of three holes in one.

Each woman had serious concerns about Glastonbury, without a personal agenda, and each worked to improve the quality of life here. Each put in endless hours to carry through on their promised commitments. Both served with dignity and were always willing to listen. Inie and Marcia had equally a good sense of humor plus an ability to realize the importance of the issues, which needed immediate attention and which could wait. They also were dedicated to coming up with innovative solutions that didn't cost a mint.

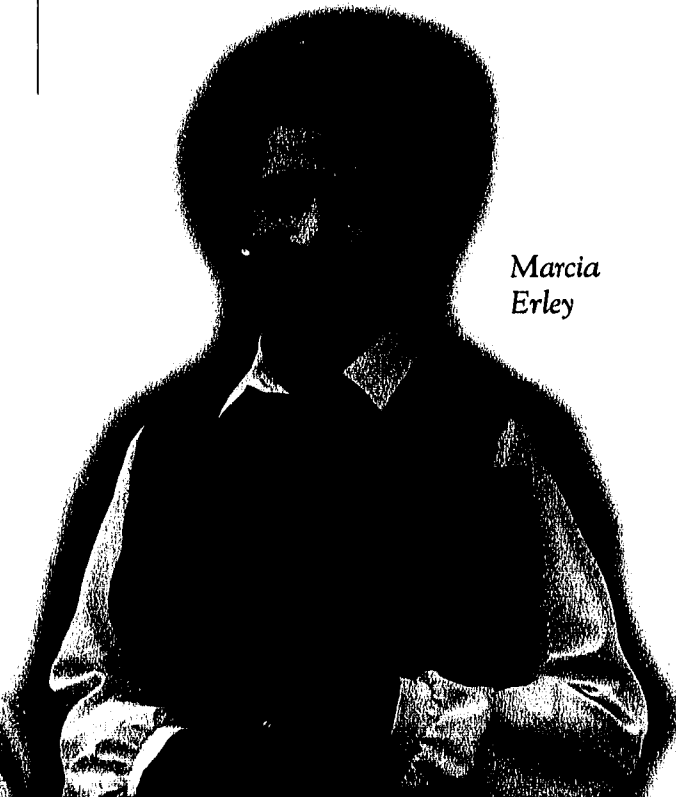
Watching these women at work on the various boards and commissions was an experience in good government. Each merited a wall full of recognition plaques and expressions of gratitude, which time did not allow.

To have had one or both of these women as friends was indeed a gift. Each will be sorely missed on all levels — personally, as an integral part of our government, and as a contributor to life in our town.

— Tink Henderson



Inez Hemlock



Marcia Erley

Our Town

Number of Voting Districts
Eight.

Net Grand List

On October 1, 1999 \$2,025,783,820

State Representatives

Sonya Googins (R) 240-8700
Christopher Stone (D) 240-8500

State Senator

Mary Ann Handley (D) 240-8600

U.S. Congressman

John Larson (D) 278-8888

U.S. Senators

Joseph Lieberman (D) 240-3566
Christopher Dodd (D) 240-3470

1999-2000 Government

Town Manager: Richard J. Johnson

Town Council:

Walter J. Cusson, Chariman

Sheenu Srinivasan, Vice Chairman

Marti Curtiss

Patricia Moriarty

Thomas F. Flanagan

Sharon H. Purtill

Kevin P. Graff

Jeffrey Walker

H. David Megaw

Location

Glastonbury is located ten miles southeast of Hartford, southerly of Route 3 and easterly of the Connecticut River and Interstate 91. It is served by the Hartford County Regional Planning Agency and the Capitol Region Council of Governments.

Area

52.5 square miles, 33,600 acres.

Population

Approximately 29,500.

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 of water company, State forest and Town lands (25%).

Form of Government

Town Council, Town Manager, Board of Finance.

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

32.9 mills July 2000.



Front row: Marti Curtiss, Patricia Moriarty, Sharon H. Purtill, Sheenu Srinivasan, Walter J. Cusson

Back row: H. David Megaw, Kevin P. Graff, Jeffrey Walker, Thomas F. Flanagan

Dear Glastonbury Residents:

The new council entered the new millennium invigorated to get things done to improve the quality of life in Glastonbury.

Open space preservation has become a top priority. The current council in its first year has acquired more land than in any other year in our town's history. The 150 acre Longo Farm in East Glastonbury along with 48 acres of riverfront property was purchased with the intention of preserving the land as open space. We are several steps closer to realizing our dream of riverfront access with additional land now under town ownership. The Council has also directed town staff to begin to remove the old oil tanks on Phelps Street, an action that will give the entire community an idea of the potential that exists along the river.

In an effort to improve community safety, the Town Council has also taken several proactive steps. After an incredible successful fund raising effort by town residents, we directed that town funds also be used to contribute one thermal imaging camera for each of the four volunteer fire companies. The cameras are an emerging technology that amongst other things, will assist firefighters in rescue attempts by helping to locate trapped victims. The Council also approved funding for a new ladder truck for the fire department to help keep pace with our growing community. In addition, local gun owners now have the opportunity to receive free gun safety locks from the Police Department as part of a program initiated by the Council at no cost to the Town. Glastonbury was the first town to initiate the program in the Hartford region. Since then, over 50 communities statewide have followed our lead. We have also taken steps to prevent substance abuse by Glastonbury youth with the appointment of a steering committee representative of the Town to study the issue and provide recommendations.

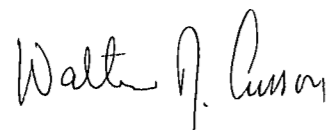
Responsible economic development that maintains Glastonbury's rich heritage and character has also continued in an effort to stabilize property taxes for homeowners. A successful referendum was held in June that will allow the Town to sell parcels of the Gateway industrial park for commercial development. The Somerset Square planned area of development has also progressed with work finally beginning on a new hotel, thanks in part to the Council and Town Plan and Zoning Commission working closely with the developer to create a product that fits Glastonbury and also meets market needs. Small business owners are breathing a sigh of relief with uniform sign regulations having finally been approved - now the sign approval process is free of red tape and can be handled by Town staff.

While Glastonbury continues to be a destination for families that value a quality education, we must continue to work to maintain our good schools. The new Smith Middle School will be opening in January and the renovation of Gideon Welles School will finish in the near future. Unfortunately, these projects alone will not alleviate the need for additional school space. The Town Council and Board of Education will be working together to put forth plans that will meet the long-term needs of our school population from the elementary grades through high school.

The biggest challenge that will face Glastonbury in the coming year is adequately addressing the space and programming needs of the various segments of our population. An unsuccessful senior center referendum in June illustrated that we must all come together if community projects are to be successful. A new ad hoc, bipartisan subcommittee is studying the issue of community needs and how they can be addressed with a new facility.

While we have made significant progress over the past year, much work still needs to be done. The 21st Council welcomes your comments and input as we deal with the complex issues facing the community.

Sincerely,



Walter J. Cusson
Chairman, Town Council
1999-2000

Town Manager

Richard J. Johnson

As detailed on the following pages, 1999-2000 was another successful year in Glastonbury. I am pleased to have this opportunity to highlight a number of our accomplishments.

- Awarded \$250,000 COPSMORE Grant for School Resource Officer program at Glastonbury High School and Gideon Welles School.
- Completed construction of three new High School athletic fields on schedule and within budget allocation.
- Continued work on new Middle School construction. Project remains within budget allocation and on schedule for January 2001 occupancy.
- Purchased 152 acre former Longo Farm, including an additional 41 acres of river front property. Also purchased 21.8 acre Cider Mill property with 45% State Open Space Grant funding assistance.
- Conducted successful November 1999 land acquisition bond authorization referendum. Authorized \$3 million for land acquisition and preservation. Glastonbury is recognized state wide for its outstanding land acquisition and preservation program.
- Participated in successful five town bench marking and performance measurement project in cooperation with the University of Connecticut and the towns of Avon, Farmington, Manchester and West Hartford. Project to provide framework for continued performance measurements for all town operations.

A number of projects started in the past year are well underway for completion in the coming year.

- Tank removal at the former Field-Holstein property off Phelps Street is scheduled to begin in late Fall. With a \$250,000 State Department of Environmental Protection (DEP) grant, tank removal will proceed as funding allows.
- Reconstruction of Woodland Street continues. Work is being performed by the Highway Division with design and specifications prepared by the Engineering Division. The project remains on schedule, within budget allocation, and is well received by Woodland Street users.
- Country Club Road bridge replacement is underway and construction is expected to continue through June 2000. This total bridge replacement project is approximately 100% funded through the State and Federal Local Bridge Program.
- Renovations and improvements to Gideon Welles School are on schedule and within budget allocations for August 2001 completion.

The past year brought a number of new and continued economic development and financial related successes.

- Construction of a new 126 room hotel off Glastonbury Boulevard is in progress. Construction of 113,000 s.f. and 90,000 s.f. Class A office buildings is also expected to begin in late Summer. The new buildings are located off Glastonbury Boulevard and Winding Brook Drive.
- The Government Finance Officers Association again recognized Glastonbury with its Distinguished Budget Presentation and Excellence in Financial Reporting Certificates.
- The annual independent audit for fiscal year ended June 30, 2000 was received with no reportable conditions.

A number of challenges and opportunities are expected in the coming year. Examples include:

- Improvements to the town-owned Welles Street riverfront property are expected to begin in 2001. Initial work is expected to include parking, riverfront access, walking trails, fairground facilities, utilities and other similar improvements.
- Glastonbury was one of two Connecticut municipalities to receive a \$75,000 Environmental Protection Agency grant which will allow for further environmental testing of the former Field-Holstein property. This will better position Glastonbury for additional state and federal funding assistance.
- Preliminary design and cost estimating will be finalized for a possible referenda on High School renovations and additions and a new elementary school.
- Efforts will continue to successfully market and develop the town-owned Gateway Corporate Park. June 2000 voter authorization to sell the property by Council action allows the Town to respond effectively to appropriate economic development opportunities.
- With the help of an 8-member Ad Hoc Committee, planning for a proposed Community Center is well underway. A final report is expected in mid November 2000.

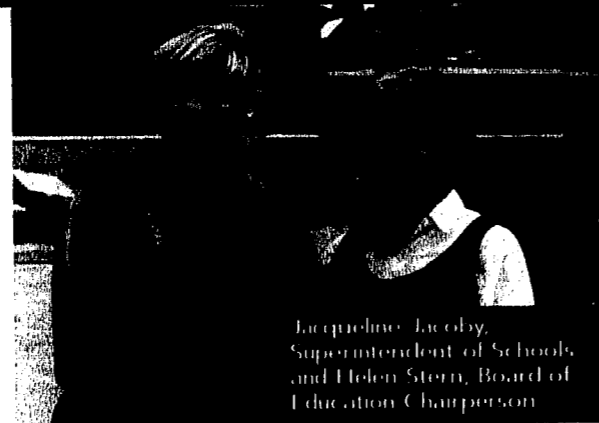
As documented above and throughout this report, 1999-2000 was a successful year for the Town of Glastonbury. I want to express my sincere thanks and appreciation to the professional staff, board and commission members, residents and others who consistently dedicate their time, efforts and talents on behalf of the community. Without their collective efforts, the successes and accomplishments highlighted throughout this annual report would not be possible.

Board of Education

The Glastonbury Public Schools have continued to grow in quantity and quality. Student enrollment from kindergarten through grade 12 exceeded 6,000 during the 1999-2000 school year and each of the eight schools in the Town and the East Hartford-Glastonbury Magnet School participated in this trend of increasing student population. The current growth spurt began a decade ago and projections indicate a steady rise in the foreseeable future.

In order to provide space in the short term for the increasing number of Glastonbury children, the Board of Education has rented modular classrooms for six out of the eight schools in our community. At the same time, the Board has completed a long range facilities plan to meet the school system's present and future instructional needs. The facilities study identified the specific space needs and proposed a three pronged solution.

The first part of the plan, the construction of a new 7/8 middle school, was in full force during the 1999-2000 school year. The school, which will house a total of 1,100 middle school age students, was named after the five Smith sisters, lifelong and distinguished residents of Glastonbury in the nineteenth century. As part of the same middle school planning, the 6th graders will move from Academy School to Gideon Welles School after renovations have been completed on that building.



Jacqueline Jacoby,
Superintendent of Schools
and Helen Stern, Board of
Education Chairperson

The second part of the plan calls for a renovation and expansion of Glastonbury High School and the third part, the construction of a new elementary school. The proposed construction plans for these two projects will be presented for referendum in 2001.

At the same time, the East Hartford-Glastonbury Magnet School serves 125 elementary age students from Glastonbury. Two part time high school academic resource programs, the Greater Hartford Academy of Math and Science and the Academy of the Arts at Trinity College already serve a number of our students who have volunteered from Glastonbury High School.

The academic programs and the achievement of our students have grown along with the rise in student population. Individual students have won awards for creative writing, science projects, technology accomplishments, team inventions and music, art and foreign

language competitions. Glastonbury has also received several achievement grants based on the academic progress of our children. The number of students taking algebra in eighth grade has increased and the mathematics curriculum is being strengthened from kindergarten through 12th grade. The percentage of students taking Advanced Placement courses and their achievement levels at Glastonbury High School have risen, as has the number of Advanced Placement courses offered.

During the Curriculum Review of Music in the 1999-2000 school year, the breadth of participation in music as well as the achievement of top student performers was carefully documented. Almost two out of every three students in grades 4-6 play a musical instrument. This level of commitment to making music is just one additional way of measuring the success of the overall educational experience for Glastonbury students.

The Board of Education has continued to set long term goals and annual priorities. The use of technology in instruction has been and will continue to be a central objective.

The expanding use of telecommunications in the classrooms and in the library media centers has enabled

students to enhance their academic skills and access the world of information safely and effectively.

A second long term goal has been the commitment to early literacy. Students in kindergarten and first grade are reading and writing more and there is a program in place to prevent early reading failure. The success of the early literacy program can be measured at least in part by our students' consistently strong scores in reading on the Connecticut Mastery Test.

The third ongoing goal is to continue to raise academic expectations for all students. This will include further initiatives in mathematics and science and ongoing emphasis on academic preparation for students with special needs.

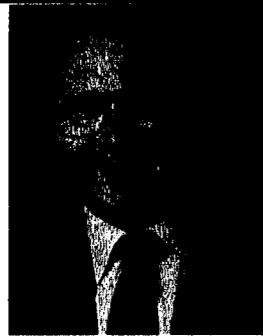
The challenges faced by the Glastonbury Public Schools are formidable ones. We seek to maintain quality education during a period of rapid growth. It is equally imperative that we continue to recruit and retain quality staff and we must seek alternative sources of revenue to support our quest for educational excellence.

Finally, the Board of Education is focused on providing quality instructional space for all of Glastonbury's children. With the Smith Middle School opening in 2001 and with plans made for relieving overcrowding at the elementary and high school level, this is a realistic and achievable goal.

The goals that have been set are neither easily nor quickly reached, but they are attainable. In the long term, the Board of Education remains committed to its central goal, providing the best education possible for the children of Glastonbury.

Probate Court

Donald L. Hamer
Judge of Probate



The Connecticut General Statutes define a broad jurisdiction for the probate courts. These include services to mentally ill and incapable adults as well as adults with mental retardation; guardianship of the estate and person of minors; terminations of parental rights; adoptions; paternity matters; changes of name; marriage waivers; decedents' estates; trust estates and performance of marriages. The court also processes passport applications – more of them, in fact, than almost all other courts in the State of Connecticut.

In April 2000, the undersigned was re-elected as Corresponding Secretary of the Connecticut Probate Assembly, and as such will continue to serve on the Connecticut Probate Assembly's Executive Committee. In addition, I will continue to serve on the Assembly's Regulations Subcommittee, which works with the Probate Court Administrator in drafting regulations to implement new state statutes. I continue to serve as a member of the Ethics Committee and as an alternate on the Judicial Review Council, both of which consider complaints filed against probate court judges in the course of administering their duties as judge.

During the past legislative session, the Probate Assembly proposed legislation to establish a probate reserve fund. The purpose of the fund would have been to compensate the victims of attorney or fiduciary defalcations – that is, circumstances in which an attorney or a layperson in charge of an estate either steals money from the estate or loses it through carelessness. The fund was to have been paid for by means of a small surcharge on each probate matter in lieu of the present statutory requirement for a surety bond. The proposal was opposed by the banking and insurance lobbies, and although it was passed by the House and had wide support in the Senate, the bill was withheld from a vote by the leadership.

HB 5781, An Act Concerning Protection of Children in Probate Court, passed and became Public Act 00-75. This legislation will enhance and tighten up our probate system in the ways we deal with children's matters.

The legislature took a major step in passing PA 00-228, AAC Best Interest of Children In Adoption Matters, in response to the landmark "Baby Z" case. While not sponsored by the Probate Assembly, it will have a significant effect upon the way the probate courts approach adoption cases. The Act allows adoption by same sex couples.

The Glastonbury Probate Court continues to be financially healthy and shows every indication of remaining so. It is expected that over time the new structure of taxing estates will result in some of the smallest courts (serving substantially fewer than 20,000 people) merging with other courts due to decreased volume. It remains to be seen what, if any, role the Glastonbury Probate Court will play in such mergers.

Ms. Esther Buffington continues as the Chief Clerk of the Court, and Patricia M. Kepler as the Assistant Clerk.

Town Attorney

Duncan J. Forsyth



Halloran & Sage LLP is pleased to have continued to serve as Glastonbury's Town Attorney in 1999 and 2000. During this period we have represented the Town in numerous matters including land acquisition, administrative appeals, zoning enforcement actions, contract review and preparation, preparation of legal opinions on a number of important issues, ordinance review, and tax collection efforts. We have assisted the Town of Glastonbury in the purchase of several important properties including the Longo Farm on Hebron Avenue and the Old Cider Mill on South Main Street. The purchase of these properties is in keeping with the Town's commitment to provide quality open space for the enjoyment of its citizens.

We believe the citizens of Glastonbury are very fortunate to have working for them the skilled and dedicated officers and employees, both elected and appointed, with whom we have had the privilege to work over the last several years. We have worked hard to establish solid personal and professional relationships with Town officials and we look forward to continuing to build upon our experiences as Glastonbury's Town Attorney.

Social Services Department

The Social Services Department strives to promote the well-being, self-sufficiency and quality of life among Glastonbury residents. The Department develops and administers various programs and initiatives which provide individuals and families with the necessary support and opportunities to realize their fullest potential. The Department's Administrator serves as the staff liaison to the Human Relations Commission which is charged with investigating complaints of illegal discrimination in the workplace, housing and education. No complaints were received by the Commission during the year.

Accomplishments during the fiscal year include:

- Continued community education outreach regarding available programs and services including HUSKY (Health Care for Uninsured Kids and Youth) outreach booth at the annual Apple Festival, HUSKY Plan flyers included in back-to-school packets distributed to all Glastonbury public school students by the Board of Education and distributed to all day care providers and centers in Town.
- Transferred intake of remaining Tax Relief Programs from the Assessor's Office. Increased participation in these programs by 46%.
- Identified and linked Tax Relief applicants with additional programs/services which would be helpful to them. Approximately 50% of applicants were referred to additional programs/services.
- Participated in additional special programs sponsored by the Salvation Army and provided back-to-school packs to Glastonbury students.

Senior Services

The Senior Services Department operates as a community focal point for the coordination of multi-purpose services and programs, for Glastonbury seniors who are living independently or with families in the community. The Department services town residents age sixty years old and over, in order to promote independence, personal enrichment and an enhanced quality of life.

Human Services

A wide variety of services and programs are offered 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 daily nutritious lunch program. The Elderly Outreach Program helps frail and homebound seniors access the information and services needed to remain independent in the community. The Longevity Club is a program for frail seniors which offers stimulating mental and physical activities in a structured, supervised setting. A variety of town sponsored cultural, recreational and wellness programs are offered at the Senior Center and at various locations throughout the Town. Information on services and programs for seniors is available through a monthly informational newsletter, *The Sharing Tree*, which is distributed to approximately 1800 Glastonbury households.

The Senior Services Volunteer Program helps the community face the challenge of providing necessary services with limited resources. Approximately 125 volunteers donate their time and talents to offer a wide variety of services to benefit the Glastonbury seniors.

Some of the Department's accomplishments of the past fiscal year include:

- Provided Elderly Outreach Services to 573 seniors and their families, a 29% increase in service. This program assists seniors in maintaining their physical, social and financial independence by providing information, referral, and in-home support services to seniors and their families.
- Expanded volunteer programs by 38%. Trained 20 new Friendly Shopper and Friendly Visitor volunteers.
- Acquired new 12 passenger handicap accessible van through a cost share program with the Greater Hartford Transit District.
- Provided 18,311 rides to senior and disabled residents through the Dial-A-Ride Program.
- Provided 10,248 nutritious lunches to Glastonbury seniors.
- Accomplished much needed interior and exterior renovations at the Gideon Welles Senior Center.

Parks And Recreation

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

Construction of three new rectangular athletic fields and parking for 120+ cars was completed at the high school. The fields, which will be used for lacrosse, soccer, and field hockey, will open for public use in August 2000. The additional space, which will be used by both school and community based sports, will significantly enhance the Town's ability to meet the demand created by a growing population. Special thanks to the Hartwell Soccer Club for their financial contribution towards the project.

In partnership with the Glastonbury Little League, Recreation Commission, business community, and numerous donors and volunteers, the

children's playground adjacent to Ross Field was completely refurbished. Improvements include the installation of a new playscape, swing set, crawl tunnel, sandbox, park benches and picnic tables. The play area has become a popular gathering spot for parents with preschool children.

Other park improvements completed include: landscaping the new parking areas at the Buttonball Lane School; installation of new playground equipment at the rear of the former High Street School; repaving the access and parking at the Parks and Recreation Department office, and, regrading, irrigating, and sodding the rear of the Eastbury School.

Two significant land acquisitions added to the Town's open space. With a 45% grant from the State of Connecticut, the Town acquired the 21.8 acre Cider Mill property on Main Street. The parcel provides linkage with Earle Park and extends westward toward the Connecticut River. The second

acquisition is the 152 acre former Longo Farm which is located in East Glastonbury on the south side of Hebron Avenue. The purchase from the Longo family also included five parcels of land in the Connecticut River flood plain west of Main Street. Each of the five parcels includes frontage on the Connecticut River. The acquisitions are part of the Town's continuing efforts to preserve important open space areas and to create a greenbelt along the Connecticut River.

Glastonbury's Millennium Celebration kicked off with a bang on June 17. A family festival featuring 'John Cafferty and the Beaver Brown Band' preceded a breathtaking fireworks display by Pyrotechnico. A special Millennium Parade is planned for September 17. The sights and sounds of locally prepared floats will be supplemented by the Governor's Foot and Horse Guards and high school bands from throughout the state.

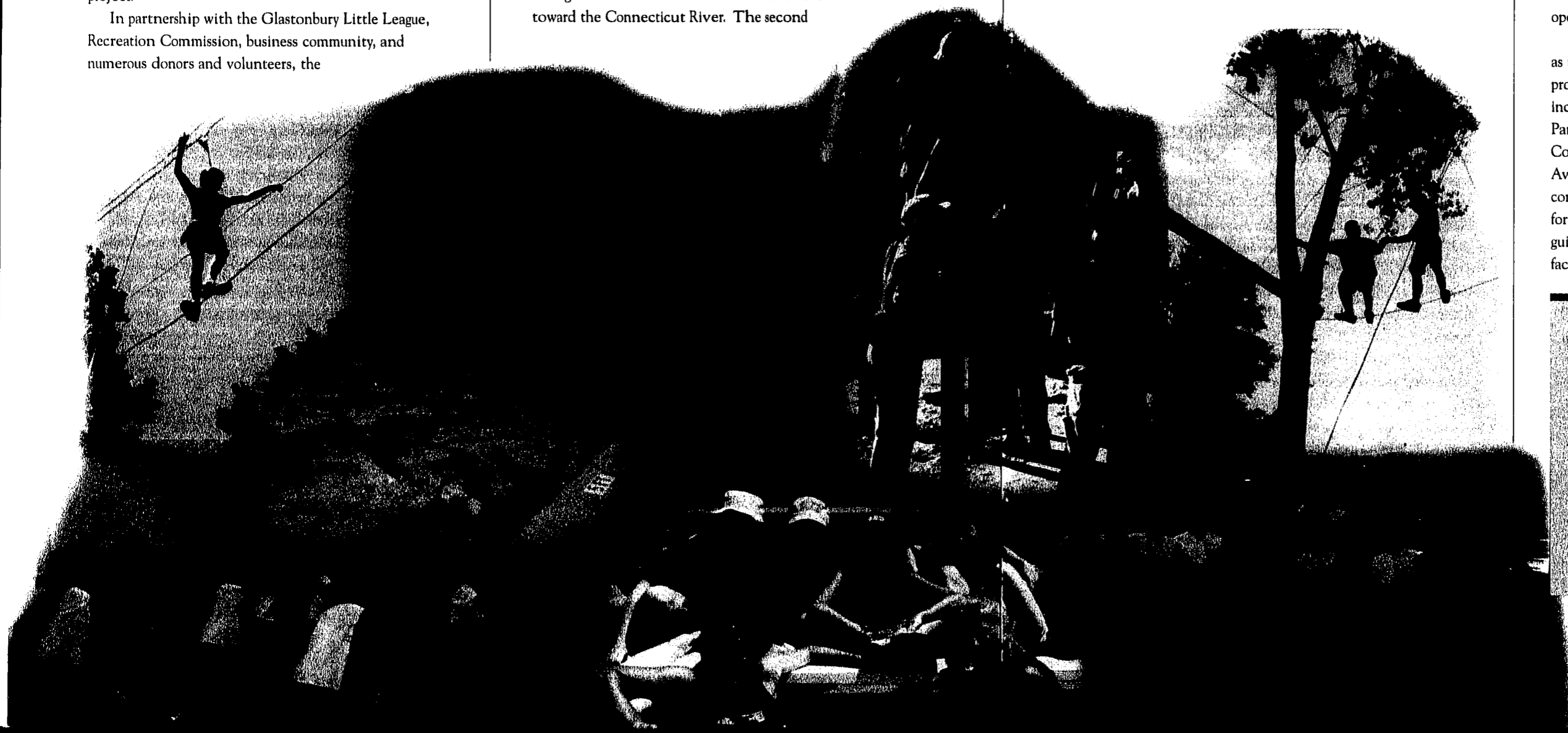
Town sponsored programs continue to be popular with residents of all ages. New program offerings included Caving, Basic Rock Climbing, Rubber Stamp Pin Making and Step Aerobics. The indoor pool at the high school and three outdoor swimming areas provide opportunities for swim lessons, fitness, competitive swimming, and a place to cool down during the dog days of summer.

To better ensure that all residents are made aware of recreation services provided by the Town, the Department started mailing its seasonal program brochures directly to each home. A web site was also developed to provide residents with program information, directions to recreation facilities, important phone numbers, a park location map, and other useful information. Plans are being made for the Department to begin accepting credit cards for the purchase of recreation services in the coming year. All of the changes are focused on improving customer service and the efficiency of department operations.

The Department continues to assess community needs as they relate to the provision of recreation facilities and programs. Park renovations planned for the coming year include the reconstruction of the tennis courts in Addison Park, modifications to holes 2 and 3 at Minnechaug Golf Course, and renovation of the soccer field at Hebron Avenue School. The Recreation Commission is continuing its efforts to update the Plan of Development for Parks and Recreation. The plan, which is used to guide the systematic development of program and facilities, is expected to be completed within the year.

Pictures can tell a thousand words, and photos from the year in "Parks & Rec" share with you some of our story, including...

- Helping youth reach new heights, an integral part of the Awesome Adventures Program.
- Beginner Caving, with its own special appeal.
- Community volunteers help make dreams come true by installing a new children's playground.
- Good friends and happy smiles are some of the many benefits gained from Town sponsored recreation programs.
- Addison Pool provides the place for a wet and wild summer.
- Fitness classes create a fun social setting for a healthy lifestyle.



Welles-Turner Memorial Library

The Welles-Turner Memorial Library offers a variety of programs and services to help meet the cultural, educational, recreational and business needs of the community. Last year was a busy, yet exciting year for the Library. The Adult Services Department coordinated a series of programs for adults including book discussions, author visits, and music. Internet classes proved to be very popular.

The Young Adult (Teen) program continued to grow. A computer, scanner and listening stations were installed in the Young Adult area. Halloween storytelling, a mystery program and a workshop on hair care were among some of the programs that attracted local teens.

12



The Children's Department launched the "Reach Out For Reading" program, made possible through a grant from the Hartford Foundation for Public Giving. This program focuses on services to preschoolers and their teachers in day care centers, preschools, nursery schools and playgroups.

Other highlights include:

- Commissioned local artist Peter Waite to paint a mural; hung local artists' works throughout library
- Presented over 100 programs to all ages with attendance over 10,000
- Increased circulation approximately 10% (384,730) over last year (349,886) at a time when libraries nationwide are experiencing a downward trend in circulation
- The Friends Room continued as a hub for community activities with use increasing 23%

- Congratulated the Celebrate! Committee of the Second Century Fund for winning the Wilbur Cross Award from the Connecticut Humanities Council for Best Humanities Program by a Volunteer Organization
- Congratulated Lillian Levin and the Friends of the Library for winning two 20th Anniversary Awards from the Friends of Connecticut Libraries; Lillian, an individual award and the group, a group award in the Large Library Category
- Honored Lillian Levin for having been chosen an "Extraordinary Library Advocate" for the 21st Century by the American Library Association

Welles-Turner Memorial Library, 2407 Main Street, is open Mondays, Tuesdays and Thursdays 9:00 a.m.-9 p.m.; Wednesdays noon-9:00 p.m.; Fridays 9:00 a.m.-6:00 p.m.; Saturdays 9:00 a.m.-5:00 p.m.; and Sundays 1:00-5:00 p.m. Telephone: 652-7719.

East Glastonbury Public Library

The East Glastonbury Public Library is a Connecticut nonprofit corporation which was incorporated in 1960 to provide a library for the Eastbury Elementary School. It has grown over the years into a full service, free library serving the community. The Library is completely staffed by volunteers and funded by the Library Board of Directors, an active Friends group, an annual grant from the Town of Glastonbury and private gifts and donations. The operation is overseen by the Library Board of Directors which consists of five officers and seven trustees. Library policy and finance are controlled by the Board.

To raise funds for the Library, the Friends Group conducts a used book sale every September and a Book, Bake & Bric-a-Brac Sale each March. These funds are used mainly to buy new books for the Library. In addition, the Library's Board of Directors conducts an annual fund drive to cover operating costs and to purchase additional books.

The Library offers a large selection of fiction and nonfiction for both children and adults. The adult collection includes most books on national best seller lists and a large variety of periodicals. The Library also makes

a point to stock any books suggested by Oprah's Book Club, the Hartford Courant Book Club, the Glastonbury Adult Education Book Group, the East Glastonbury Library Adult Book Study Group and other like groups. It also offers a selection of large print and audio books. Circulation for the last fiscal year was over 17,000. Residents of Glastonbury may borrow books and periodicals on a two week basis.

Many classes from the Eastbury Elementary School use the library weekly. The East Glastonbury Public Library sponsors a summer reading program for all Glastonbury children. Wednesday mornings during the school year, the Library sponsors a free story hour for children ages three through five. This story hour, conducted by Marjorie Sarsin, includes stories read aloud, show and tell, music, lessons on library usage and many other delightful activities for young children. An adult book study group, led by Duffy Schade, meets at the Library on Monday mornings from September through April.

The Library continues to mount special displays in the foyer. A different collection, provided by a Glastonbury resident, is featured every two months. The displays are intended to reflect the interests of library visitors. Displays this past year have included the Tasmanian Devil, snowmen, pigs, cats, hats, mustache cups, eggs, kangaroos, and origami.

The year 2000 marks the Library's 40th Anniversary which was celebrated by having a special old fashioned game party following the summer reader program. The Library also sponsored a free children's program featuring Steve Roslonek who brought his show, "Steve's Songs," to the Eastbury School cafeteria in September. The Library is very proud of the fact that this is its 40th year of serving the community on an all volunteer basis.

East Glastonbury Public Library, 1389 Neipsic Road, is open Mondays 1:00 p.m.-4:00 p.m. and 7:00 p.m.-9:00 p.m.; Tuesdays 9:00 a.m.-4:00 p.m. and Thursdays 9:00 a.m.-4:00 p.m. and 7:00 p.m.-9:00 p.m. Telephone: 633-5637.

South Glastonbury Public Library

South Glastonbury Public Library incorporated in 1926, is located in a former Methodist church building at 80 High Street. The building, dating to 1828, is on the National Historic Register of Places. The Library is staffed entirely by volunteers and is overseen by a Board of Trustees who manages policy and finances.

The Library is funded by an annual grant from the Town of Glastonbury and an annual fund drive for private gifts and donations. In addition, a perennial gardening series is offered each winter to raise funds for the Library.

During the past year, the Library has been completely rearranged to improve reader access and new displays have been added.

The Library has a wide selection of fiction and non-fiction for both children and adults and a wide selection of periodicals. In addition to best sellers, there is an emphasis on stocking first novels by emerging writers and on acquiring medal award books for children. The preteen section has been enlarged and there are many current books available in large print. Circulation for the past fiscal year was over 5,300. New adult books may be borrowed for two weeks and all others may be signed out for four weeks.

A story hour for preschool children began this past spring and will resume in the fall.

South Glastonbury Public Library, 80 High Street, is open Sundays 2:00 p.m.-4:00 p.m.; Mondays, Wednesdays and Thursdays from 1:30 p.m.-3:00 p.m. and 7:00 p.m.-8:30 p.m. and Tuesdays from 1:30 p.m.-3:00 p.m. Telephone: 633-4793.

13



Dancers perform during National Library Week 2000 at Welles-Turner Memorial Library

Youth and Family Services

Glastonbury Youth and Family Services provides positive opportunities to children, youth, and families to develop capable young people and strong flexible families. Youth and Family Services offers many services to provide this function including Creative, Outreach, Clinical and community service programs.

Youth and Family Services Creative Experiences was awarded second place in the State Odyssey of the Mind competition and awarded fifth place in the World competition. Creative Experiences also offered the summer dramatic production of *Carousel*, the fall production of *Grease*, and the Peter Pan Players production of *Beauty and the Beast*. A successful weekly television program *Pass It On* is produced and directed by Glastonbury Middle and High School students. The Youth Services Action Group (YSAG) has done over 50 service projects including the Haunted House held at Academy School. Creative Experiences served over 750 individuals during the year.

Outreach Services' mission is to provide outreach services to the High School and the general community by connecting with high school youth. Outreach Services runs the successful Welles Village Activity Council for Youth (WACY), peer education programs, high school support groups, the non-college graduate and dropout follow-up programs, and runs a quality computer center in Welles Village. Outreach provided service to 875 clients during the year.

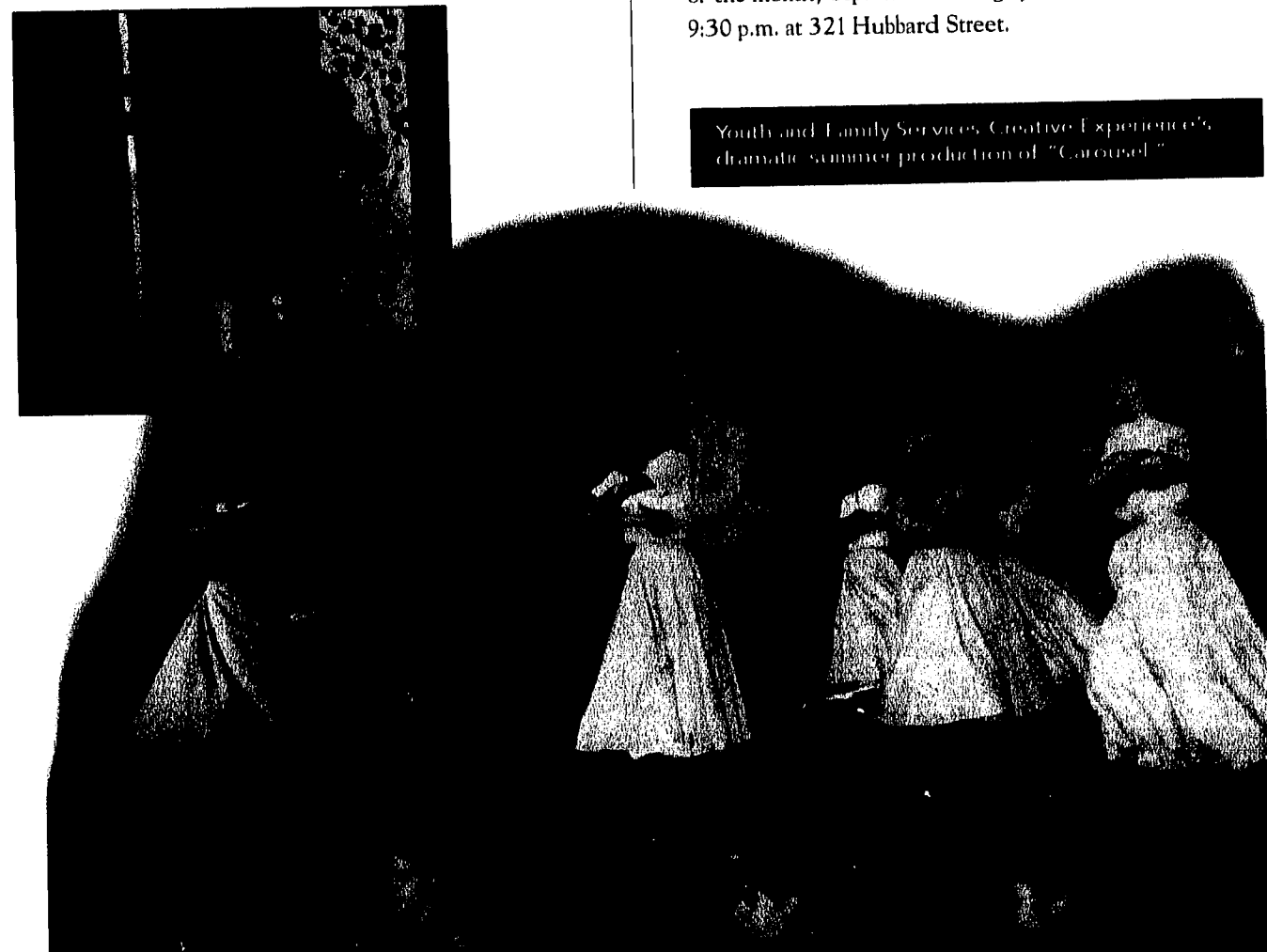
Clinical Services provided services to 768 individuals, 358 families and 17 groups and conducted 40 presentations during the year.

Youth and Family Services Commission

The year 2000 marks 30 years of dedicated service provided by Youth and Family Services to the young people and families of Glastonbury. To ensure that Youth and Family Services will continue to meet its responsibilities, the Commission has undertaken a complete review of the goals and strategies it employs to assist the staff in achieving their highest aspirations.

The Commission meets on the second Wednesday of the month, September through June from 7:30 p.m.-9:30 p.m. at 321 Hubbard Street.

Youth and Family Services Creative Experiences' dramatic summer production of "Carousel"



Town Manager
Richard J. Johnson

Chief of Police
Thomas J. Sweeney

Community Development Director
Kenith E. Leslie

Director of Finance and Administrative Services
G. Ted Ellis

Director of Human Resources
Susan J. Hebert

Town Engineer, Manager of Physical Services
Daniel A. Pennington

Director of Building Services
Vacant

Assessor
Leon J. Jendrzejczyk

Assistant to Town Engineer
Chester G. Hamlin

Building Official
Edward P. Pietrycha

Civil Preparedness
Robert F. DiBella

Collector of Revenue
Madeline G. DeVellis

Controller
Lisa A. Hancock

Director of Health
David W. Boone

Director of Parks and Recreation
Raymond E. Purtell

Fire Chief
Ronald E. Squiers

Fire Marshal
Christopher N. Siwy

Fleet Superintendent
Thomas O. Tierney

Highway Superintendent
Scott G. Zenke

Housing Authority Director
Ivan M. Pour

Library Director
Barbara J. Bailey

Information Services/Technology Coordinator
Joseph M. Kelly

Purchasing Agent
John A. Makiaris

Senior Services Administrator
Patricia R. Schneider

Social Services Administrator
Jo-Ann Dorn

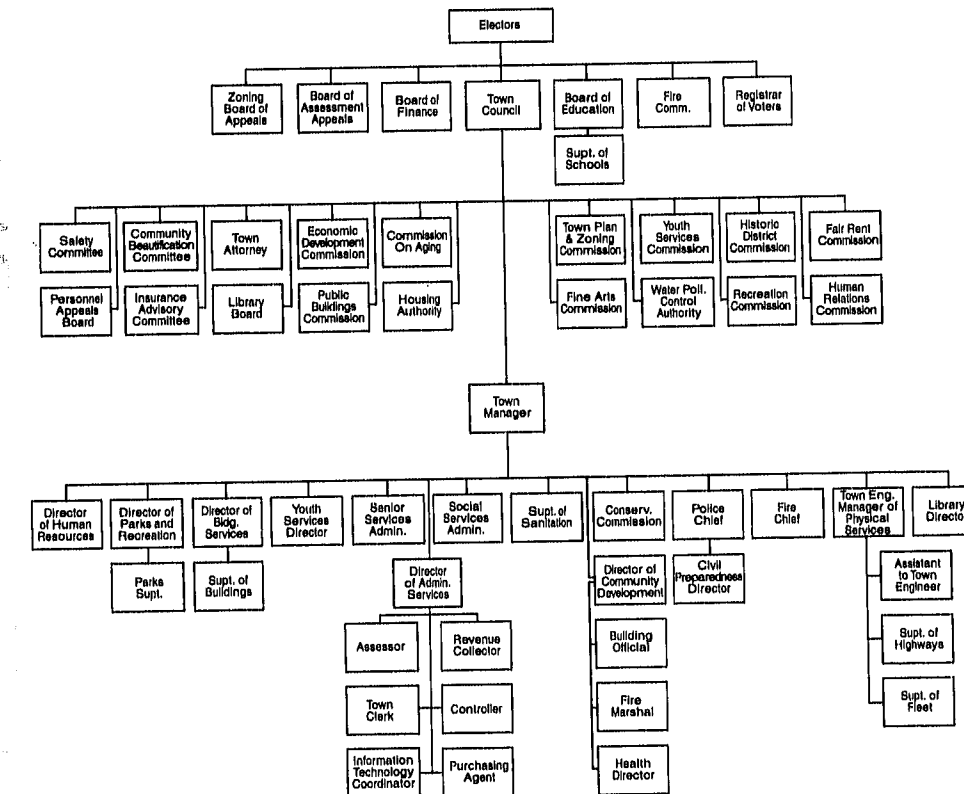
Superintendent of Buildings
David Sacchitella

Superintendent of Sanitation
Michael J. Bisi

Town Attorney
Duncan J. Forsyth

Town Clerk
Edward J. Friedeberg

Youth and Family Services Director
Edmund J. Meincke



VISION STATEMENT
Building on over 300 years of tradition and heritage, Glastonbury continues to balance the preservation of its natural resources with the evolving needs of our community. Through positive community partnerships, careful planning, and professional management, we are committed to the highest levels of responsible and equitable service, integrity, and fiscal responsibility. Ongoing innovation, regional cooperation, and effective leadership will ensure that Glastonbury will always be a great place to live, learn, work, and do business.

2001 Calendar

Special Events & Activities

Apple Harvest Festival - October 13 & 14

Welles-Turner Memorial Library Events

Book Sale - May 19, September 8
National Library Week - April 1-7
Week of the Young Child - April 1-7
National Children's Book Week
- November 11-17

Fun Runs 6:30 p.m. GHS

June 26, July 3, July 10, July 17,
July 24, July 31, and August 7

Kid's Dog Show

July 9, 6:00 p.m., Hubbard Green
(Rain Date: July 12)
Pre-registration required

Santa's Run 3.5 Mile Run

Noon, GHS December 2
(Snow Date: Sunday, December 9)

Senior Picnic

Hubbard Green, August - date
to be announced

Summer Music Series

7:00 p.m., Hubbard Green,
Wednesdays: July 11, July 18,
July 25, and August 1

Town Band Concerts

7:00 p.m., Hubbard Green,
Sundays: July 1, July 8, July 15,
July 22, and July 29

16

Dates to Remember

Financial Administration 652-7586

January 25 Annual Town Meeting
March 22 Final Budget Hearing

Property Assessment 652-7600

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

Revenue Collection 652-7614

January 1 Second Installment of Taxes become due
July 1 First Installment of Taxes become due
November 1 Sewer use Bills become due

Town Clerk 652-7616

April 21 Fishing season opens
June 1 Dog Licenses become available for the
next fiscal year
Sept. 11 Primary for Town election if a challenge is
filed
October 5 Absentee ballots for November election
become available in Town Clerk's office
October 20 Hunting season opens
October 23 Last day to register to vote in order to vote
in the November election (except for those
who move to Town, turn age 18, or become
a U. S. Citizen after this date)
November 6 Election Day

Social Services 652-7638

February 1 Homeowners' and Additional Veterans' Tax
Relief Programs begin
March Camp CONNRI and Channel 3 Country
Camp applications available
Reapplication for Parks and Recreation fee
waivers
April 30 Last day to apply for Energy Assistance
benefits
May 15 Renters' Tax Relief Program begins
Last day to apply for Homeowners' Tax
Relief
May 31 Last day to apply for Operation Fuel
benefits
Sept. 14 Last day to apply for Renters' Tax Relief.
October 1 Last day to apply for Additional Veterans'
Tax Relief benefits
October 15 Energy Assistance application period
begins
Nov. 15 Thanksgiving food baskets distributed
(tentative)
December 3 Operation Fuel application period begins
Dec. 18 & 19 Annual Toy Shop (tentative)

Refuse Disposal 652-7772

April 4 Extended operating hours for Transfer
Station during Day Light Savings,
Wednesdays 7:00 a.m. - 7:00 p.m.
Sept. 19 Modified Day Light Savings hours,
Wednesdays 7:00 a.m. - 6:00 p.m.
October 24 Last Wednesday of Transfer Station Day
Light Savings hours

Household Hazardous Waste Collection schedule for
2001 will be available in the Town Newsletter, local
newspaper and individual mailers.

Town Meetings Schedule

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 GHS Library
Board of Finance	3rd Tuesday	Town Hall Meeting Room, 2nd Floor
Town Plan and 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	4th Monday	Senior Center, 17 Hebron Avenue, 1st Floor
Community Beautification	2nd Wednesday	Town Hall Meeting Room, 2nd Floor
Conservation Commission	2nd and 4th Thursdays	Town Council Chambers
Economic Development	1st Monday	Community Development Office, Town Hall, 3rd Floor
Fair Rent Commission	As required	Herbert T. Clark House, 45 Canione Road
Fine Arts Commission	2nd Monday	Academy School, Room C101, 2149 Main Street
Fire Commission	2nd Thursday	Fire Company #1, 2825 Main Street
Historic District Commission	As required	Town Hall
Housing Code of Appeals	As required	Town Hall
Human Relations Commission	Quarterly	Town Hall Lunch Room, 2nd Floor
Insurance Advisory Committee	Quarterly	Engineering Conference Room, Town Hall, 3rd Floor
Public Buildings Commission	1st Wednesday	Town Hall Meeting Room, 2nd Floor
Public Housing Authority	3rd Wednesday	Herbert T. Clark House, 45 Canione Road
Recreation Commission	3rd Thursday	Parks and Recreation, 1086 New London Turnpike
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 Comm.	2nd Wednesday	Youth and Family Services, 321 Hubbard Street
Zoning Board of Appeals	1st Monday	Town Council Chambers

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

17

Important Phone Numbers

Town Departments

For Information	Call	Phone
General Information	Information Center	652-7710
Accounts Payable	Accounting	652-7595
Administration	Town Manager	652-7500
Assessment	Assessor	652-7800
Assessment	Info Line	652-7808
Birth Certificates	Town Clerk	652-7818
Building Permits	Building Office	652-7521
Bulky Waste Disposal	Sanitation	652-7772
Children's Department	Welles-Turner Library	652-7718
Civil Preparedness	Civil Preparedness	652-7578
Death Certificates	Town Clerk	652-7818
Deeds	Town Clerk	652-7818
Demolition Permits	Building Office	652-7521
Dial-A-Ride	Senior Services	652-7843
Dog Licenses	Town Clerk	652-7818
Dog & Animal Problems	Animal Control Officer	633-8301
Drainage Problems	Engineering	652-7735
Electrical Permits	Building Office	652-7521
Elderly Municipal Agent	Senior Services	652-7842
Energy/Fuel Assistance	Social Services	652-7838
Engineering	Engineering	652-7735
Financial Administration	Administrative Services	652-7588
Financial/Medical Assistance	Social Services	652-7838
Fire Chief	Fire Department	652-7555
Fire Marshal	Fire Marshal	652-7528
Food Bank	Social Services	652-7838
Health Matters	Health Department	652-7534
Highways	Highway Superintendent	652-7749
Housing Authority Comm.	Housing Authority	652-7568
Inland Wetlands	Community Development	652-7510
Landfill Permits	Engineering	652-7735
Library	Welles-Turner Library	652-7719
Reference Department	Welles-Turner Library	652-7720
Marriage Licenses	Town Clerk	652-7818
Nursing	Visiting Nurse Association	633-3521
Passport Information	Probate	652-7830
Personnel	Human Resources/Personnel	652-7501
Planning	Community Development	652-7510
Plumbing & Heat Permits	Building Office	652-7521
Police (General Information)	Police Department	633-8301
Probate Court	Probate Clerk/Judge	652-7829
Recreation	Recreation Department	652-7879
Recreation Schedules/ Cancellations	Info Line	652-7889
Refuse Disposal/Recycling	Info Line	652-7790
Refuse Disposal/Recycling	Office	652-7772
Registration of Voters	Registrar of Voters	652-7827
Salvation Army	Social Services	652-7838
Sanitary Inspection	Health Department	652-7534
Senior Center	Senior Services	652-7842
Sewer Department/ Water Pollution Control	Sanitation	652-7772
Sewer Use Bills	Sanitation	652-7772

Snow Removal & Streets	Highway Superintendent	652-7749
Social Services	Social Services	652-7838
Taxes	Collector of Revenue	652-7814
Taxes	Info Line	652-7808
Tax Relief Programs	Social Services	652-7838
Trees	Parks and Recreation	652-7879
Voting	Registrar of Voters	652-7827
Youth & Family Services	Youth & Family Services	652-7881

FIRE, POLICE & AMBULANCE EMERGENCY Dial 911

Routine Calls Police Dept. 633-8301

Board of Education

Central Office	Contact Person	Phone
General Information		652-7951
Superintendent of Schools	Jacqueline Jacoby	652-7981
Assistant Superintendent	Edward Schofield	652-7985
Business Manager	Sharon Smith	652-7941
Facilities & Food Services Dir.	Brad Devlin	652-7948
Transportation	Angelo Balessano	652-7295

Curriculum	Director	Phone
Art	Daniel Roach	652-7954
Athletics	Barbara Startup	652-7234
English	Richard Dlugos	652-7987
Foreign Language	Christine Brown	652-7954
Math	Michael Landry	652-7987
Music	Leslie Hunt	652-7954
Physical Education/Health	Basil Roberts	652-7253
Science	Kenneth Roy	652-7293
Social Science	Deborah Willard	652-7987
Vocational Education	Katherine Brophy	652-7249
Guidance Dept./Director	Linda Roberts	652-7211
Special Education	Diana Goncalves	652-7971
Special Education	Gary Nolf	652-7971

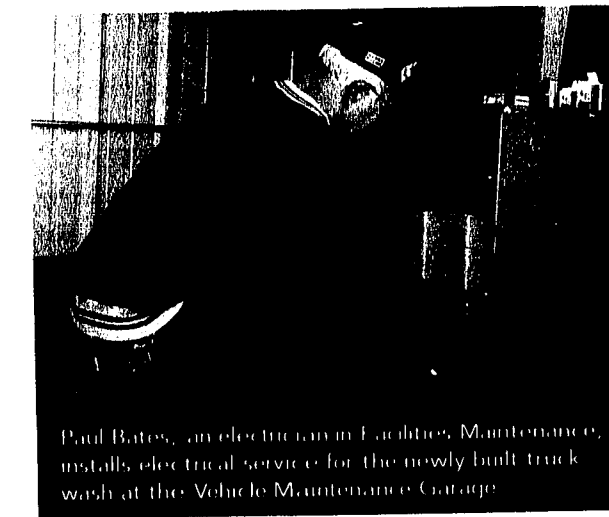
Glastonbury High School	Principal	Alan Bookman	652-7204
Gideon Welles School	Principal	Thomas Russo	652-7800
Academy School	Principal	Fran Maynard	652-7835
Buttonball School	Principal	Patricia DaSilva	652-7276
Eastbury School	Principal	William McDermott	652-7858
Hebron Avenue School	Principal	Gina Vance	652-7875
Hopewell School	Principal	Jeffrey Kitchina	652-7897
Neubuc School	Principal	D. Patricia Hatch	652-7918
East Hartford/Glastonbury Magnet School	Principal	Scott Johnson	282-3396

TOWN WEB SITE Visit our Web Site www.glasct.org

Facilities Maintenance

The Facilities Maintenance Division is responsible for maintenance, management and construction of all municipal buildings. The Division undertakes preventive maintenance, custodial services, construction and project planning and management using skilled in-house staff and contracted service providers. The Division also manages utility and communication accounts for all facilities except the Board of Education.

In addition, the Division is responsible for bidding, retaining and coordinating a variety of contracted services and vendors for all Town agencies.



Paul Bates, an electrician in Facilities Maintenance, installs electrical service for the newly built truck wash at the Vehicle Maintenance Garage.

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

Highlights from the previous year include:

- Provided project management and labor for renovations and improvements to the Town Hall
- Provided transition support for newly acquired town properties including the Cider Mill and Minnechaug Farms
- Designed and installed mechanical, electrical and plumbing systems for the new truck wash at the Vehicle Maintenance garage
- Provided project management for the New Middle School and the Gideon Welles renovation project
- Facilitated design and project management to the improvements of the current Senior Center

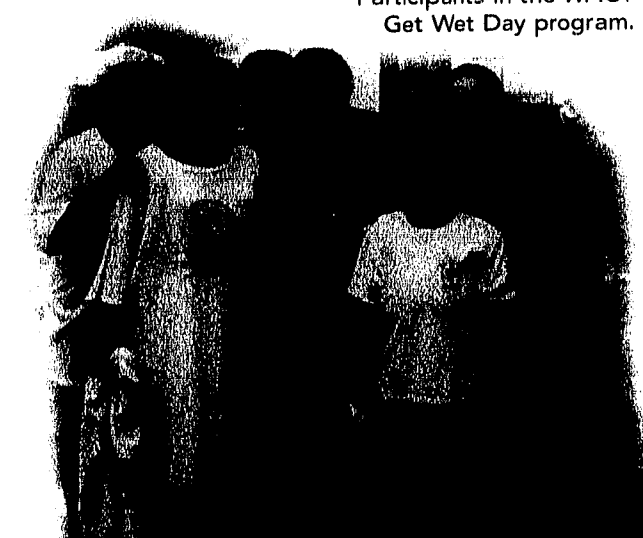
Housing Authority

The Housing Authority currently administers a total of 439 assisted dwelling units within the Town of Glastonbury. These include the following housing developments: Welles Village, Center Village, Village Green, Herbert T. Clark House, and Section 8. In addition, the Housing Authority also serves as the administering agency for the Town of Glastonbury's Moderate Price Housing Program, and staff for the Town's Fair Rent Commission.

During the past year, the Housing Authority pursued a number of new projects. These included:

- Invited by the State of Connecticut to participate in a demonstration program to develop affordable assisted living for the elderly. This demonstration program will research alternatives to nursing home care. Only five such invitations were extended and Glastonbury is the only housing authority in the demonstration. In Glastonbury, a 25 unit addition will be constructed adjacent to the Herbert T. Clark House. All 25 units will provide affordable assisted living services through the State.
- The Herbert T. Clark House Auxiliary raised over \$3,000 through the State of Connecticut's Neighborhood Assistance program, and raised nearly \$13,000 for various activities and improvements at the Herbert T. Clark House.
- Received \$420,593 in funding from the U.S. Department of Housing and Urban Development Comprehensive Improvement Assistance Program for modernization in Welles Village.
- Continuation of Welles Activity Council for Youth (W.A.C.Y.), in conjunction with the Town's Department of Youth and Family Services.

Participants in the WACY
Get Wet Day program.



Physical Services

Physical Services Department

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 provides design review and inspection of Town roads, storm and sanitary sewers, sidewalks, and traffic control signals as well as many other public improvements. In addition, technical recommendations are routinely forwarded to various Town Boards and Commissions.

The Division has continued to oversee development and implementation of the Town's on-line Geographic Information System. This system is capable of providing residents with a wealth of graphical information via home computer.

Engineering personnel have completed several large scale land surveys including those of the recently acquired Longo and Cider Mill properties. Staff has also been heavily involved in the Country Club Road Bridge Replacement Project and has initiated design work on several projects approved in the most recent Capital Improvement Program.

Highway

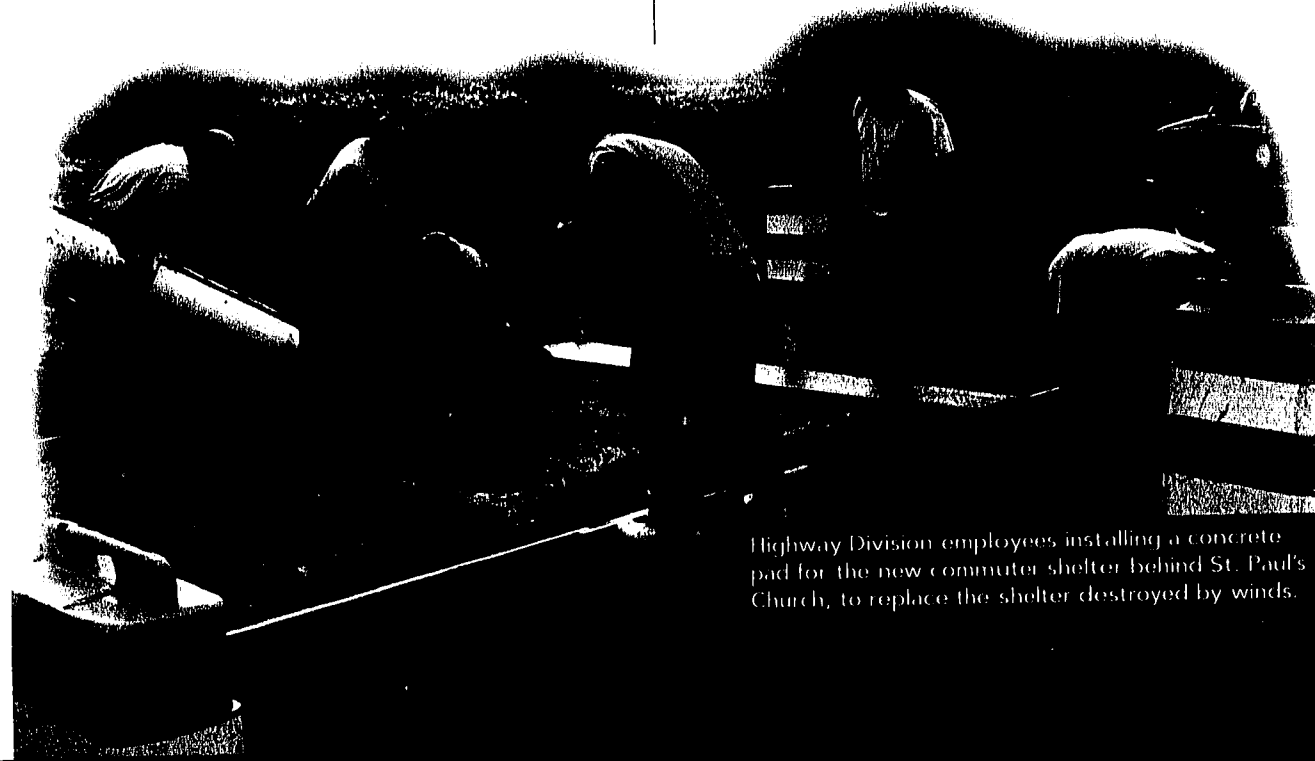
The Highway Division has completed major reconstruction of greater than 4,800 feet of Woodland Street. As a result, sightlines, road alignment, and storm drainage are all immensely improved. Highway Division personnel also constructed an additional parking area at the Buttonball Lane elementary school in order to accommodate the increasing demand at that location. As in past years, the Division has continued with its aggressive road surface treatment program. The 1999-2000 program included resurfacing of greater than 11 miles of roadway utilizing nearly 15,000 tons of bituminous concrete. Town crews also completed all preparatory work associated with this program.

Vehicle Maintenance

The Vehicle Maintenance Division is responsible for preventive maintenance and repair of Town-owned vehicles and heavy equipment including major repairs to school buses and fire apparatus.

During the past year, technical specifications were prepared for the purchase of numerous light and heavy work vehicles including a 50,000-pound GVW plow truck. The Division has also implemented several operational measures that provide greater safeguards with respect to environmental and hazardous waste issues.

An upgrade to the Computerized Fleet Analysis Program was also completed. This program facilitates vehicle-based decision making and is used in preparing reports.



Highway Division employees installing a concrete pad for the new commuter shelter behind St. Paul's Church, to replace the shelter destroyed by winds.

Water Pollution Control Authority

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

The Authority levied assessments in the amount of \$129,471.36 in conjunction with their responsibility to recover the cost of sanitary sewer construction. Of this amount, \$76,325.16 was a result of new construction with the balance due to expansion of existing facilities. During this fiscal year, 77 new connections were made to the Glastonbury sewer system.

The Authority is acquiring computer software to work with the GIS system to model the sanitary sewer system as the system expands. This tool will provide the Town the means to assess capacity and flow issues within the system.

The Authority has also reviewed the condition and future needs of the Hubbard Brook Pump Station. The Town's consulting engineer has recommended upgrade of this 30-plus year old station. Engineering design plans will be developed with construction to follow pending regulatory approvals.

Water Pollution Control

The Water Pollution Control Division provides the collection and treatment of waste water generated within the Town. The Division also develops and administers sewer use rates and ordinances and provides staff support to the Water Pollution Control Authority. During fiscal year 1999-2000 the Water Pollution Control Facility processed an average of 2.2 million gallons per day of wastewater.

- Processed 778 million gallons of wastewater, an increase of 25 million gallons from the previous year
- Disposed of 747 tons of sludge, an increase of 108 tons from the previous year
- Consumed 1,047,598 kwh of electricity at the Water Pollution Control Facility, an increase of 45,454 kwh from the previous year
- Completed consultant studies of the Addison Road sewer system and Hubbard Pump Station

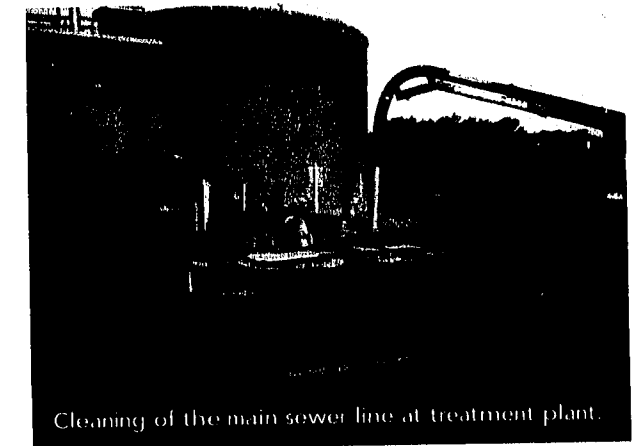
Sanitation

- Consultant study of the Water Pollution Control Facility is scheduled for completion in October 2000. This study will evaluate the Facility for operation into the next 20 years. The last plant upgrade was in 1970.

Refuse Disposal Division

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

- 3,099 tons of refuse were disposed of at the Transfer Station; 4931 tons of bulky waste were disposed of at the Bulky Waste Facility; 3854 tons of materials were recycled
- Recycled 32.4% of solid waste town wide
- The Regional Household Hazardous Waste Collection Facility was utilized by 558 residents during the year
- Completed Groundwater Hydro-geological study at the Bulky Waste Facility on Tryon Street
- Distributed 294 backyard composting bins to residents and provided composting education workshops sponsored by the Audubon Society of Connecticut, Glastonbury Branch
- Added two new satellite recycling collector containers for recycling magazines and junk mail
- Received State DEP Permit to recycle/compost grass clippings



Cleaning of the main sewer line at treatment plant.

Public Safety

Police Department

Despite the Town's growing population, the Glastonbury Police Department again showed a decrease of 2.7% in cases handled in fiscal year 1999-2000.

Traffic	10,808
Services	7,123
Criminal	4,070

Similarly, the serious crime index reported to the FBI showed a 13.8% decline as those crimes declined from 599 in the prior fiscal year to 516 in fiscal year 1999-2000. With growth in both residential and commercial development occurring, the Department continues to closely monitor traffic movement and accident data. The Department is actively participating in reviewing proposed development to ensure traffic safety and to infuse crime prevention recommendations that will minimize future problems.

The Department undertook a series of compliance checks of liquor sale establishments to insure that alcohol was not being sold to minors. The first two such sweeps resulted in six establishments each being cited for violations. The last sweep in June showed that significant improvement had occurred in the liquor permittees screening out of underage sales. Paralleling that effort, officers of the Department have been



TRIAD Program members (left) and School Resource Officers Rich McKeon and Kristin Shubert (right).

employing the recently enacted Town Ordinance to enforce possession of alcohol by a minor on private property and for persons hosting parties where alcohol has been served to minors.

The Department acquired a grant to install a full time School Resource Officer at the High School and one at the Middle School. That program will begin full time in September 2000. Two officers were hired and are in training to replace the officers who will be reassigned to the schools. As a start up of the SRO concept this year, the Department assigned an officer part time to the High School to establish the working relationships and lay the necessary foundation for the forthcoming year. Working with the Board of Education, the Department hosted one of the fourteen focus groups conducted nationally to develop the International Association of Chiefs of Police recently published "Guide to Preventing and Responding to School Violence."

In an effort to establish more effective and responsive services for senior citizens, the Department worked with the Senior Services Department, AARP, and area businesses to establish the TRIAD program. This collaborative effort brings law enforcement and seniors together to discuss the special needs of the senior population and to formulate programs to address those concerns. Glastonbury's TRIAD, formally ratified in June 2000, is the second such coalition in the State and



Officer Craig Sanderson teaching children bicycle safety during a Safety Village program

promises to be the focus of significant programming activity in the years to come.

Preparing itself for an emerging area of concern, the Department sent an officer for special training on Internet related crimes. That program called "The Internet and Your Child" is specifically designed to heighten parental awareness regarding the dangers lurking on the Internet and to enhance their ability to monitor and protect their children's use of cyberspace. The officer is only one of two such officers trained in the State to teach this program. It is a training course that will be made available to parents during the upcoming school year.

The Police Department took the lead in organizing the Capitol Region Emergency Services Team. Drawing officers from the five participating communities including Manchester, South Windsor, Vernon and Wethersfield, CREST provides an enhanced tactical response capability for high risk incidents.

Internally, the Department completed cutover to a new 911 telephone system, automated the process of officer scheduling, and obtained a grant for software to place the Town's map and crime mapping data right in the laptop computer in the patrol vehicle.

Fire Department

The Glastonbury Volunteer Fire Department protects the residents and general public with the Fire and Rescue force of approximately 127 members, responding from four Fire Companies strategically located in town. The Fire Department provides fire suppression, fire prevention and any and all rescue services that may be required. The membership of the Fire Department responded to 955 calls for assistance last year.

RESCUE # 33
1999 Kenworth - Marion

The Fire Department and its members are extremely proud of their achievements in training and 88% of the membership are certified at the entry level of Firefighter I. With the continued dedication for learning new methods in firefighting and rescue services, the citizens of Glastonbury are better served.

The Glastonbury Volunteer Fire Department through a fund raiser and with Town assistance, has been able to purchase four Thermal Imaging Cameras to assist in locating trapped residents or firefighters in a burning structure. EACH Fire Company will have a Thermal Imaging Camera for rapid use in its response area.

The Fire Department continues to sponsor a 'Fire Cadet' program for 16 to 18 year olds, led by several committed members. The program provides the opportunity to delve into the workings of the fire service. Following the Cadet Program, each Cadet has the opportunity to become a member of the Glastonbury Volunteer Fire Department.

In the past year, a new rescue truck for Company #3 and a new engine tanker for Company #4 have been built and delivered to the Fire Department. Each apparatus was fit with its equipment by the members of the respective Company to best serve the Citizens of Glastonbury. A Ladder Truck Committee is researching the purchase of a new Ladder Truck to replace the present 1975 Ladder Truck at Company # 1.

Progress has continued with the Fire Training Facility under construction.

The Glastonbury Volunteer Fire Department is ALWAYS looking for new members. If YOU should have a desire to become a member of a dedicated service provider, JOIN the Volunteer Fire Department. Call the Fire Chief's Office at 652-7555.

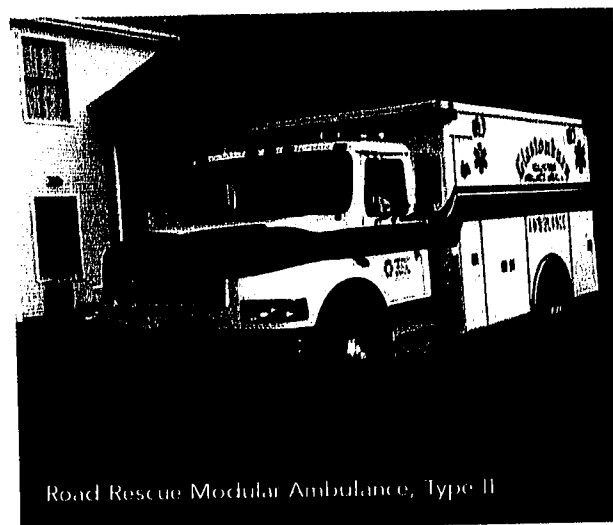
ENGINE TANKER # 42
1999 Spartan - Marion



Ambulance Association

The Glastonbury Volunteer Ambulance Association provides emergency ambulance service in the Town twenty-four hours a day, seven days per week. Currently two "Super-Duty" ambulances are operated out of our facility at 2112 Main Street (behind the police station). Our volunteers are state certified Emergency Medical Technicians (EMTs) and typically work twelve hour shifts. Each ambulance can provide intravenous fluid therapy, advanced airway management, and cardiac defibrillation. Additionally, GVAA offers CPR and first aid training to members of the community.

If you would like to learn more about the organization and its community training classes, or if you are considering volunteering your time as an EMT, please call 633-6554. A member will be happy to answer your questions. You can also get more information about the Ambulance Association on the Internet at www.gvaa.org.



Road Rescue Modular Ambulance, Type II



Civil Preparedness

The Office of Civil Preparedness coordinates all activities in times of man-made or natural disasters, and serves as a member of the Local Emergency Planning Committee.

The Office is very active in planning for manpower, equipment and community needs by continually updating information, regulations and equipment. The Office conducts checks of materials and equipment, including the Town warning sirens.

In disaster situations, Civil Preparedness updates information and instructions to citizens via its disaster information telephone number 652-7578. A state-of-the-art mobile telecommunications van is equipped to function as a back-up should the Town's main system fail.

Radio station 1570 AM (WPII600), provides emergency and traffic information to the citizens of Glastonbury 24 hours a day, 7 days a week.

As part of disaster training, the Civil Preparedness Staff participates in local activities, assists with radio communications and problem solving. Such events include Santa's Run, Walk for Life, summer concerts on the Green, Memorial Day parade, the Apple Festival, as well as the Millenium Celebration fireworks and parade.

The staff also attends formal training sessions offered by the Federal Emergency Management Agency (FEMA) and the State Office of Emergency Management (OEM).

Community Development

Community Development

Through its four divisions, Building Inspection, Fire Marshal, Health, and Planning/Environmental Management, the Department oversees community issues involving land use, new construction, environmental protection, health services, economic development, fire prevention and code compliance. Support services are provided to the Town Plan and Zoning Commission, Conservation Commission, Economic Development Commission, Zoning Board of Appeals, Historic District Commission, and other commissions as needed.

Glastonbury entered the 21st Century as a strong and successful capitol region town with expanding commerce, quality residential neighborhoods and nearly 25% of the land area dedicated to open space and parks.

Highlights for the year include:

- The Town Plan and Zoning Commission completed comprehensive revisions to the signage regulations which were unanimously adopted by the Town Council
- Expanded community health initiatives including successful hypertension screening classes and clinics
- Completed in-house environmental assessments on several properties considered for municipal purchase
- Purchased a new building permit management system to improve service technology and efficiency

Great Pond Preserve Stewardship Committee

Led by Great Pond's best friend, Chairman Bill Reed, the Committee's accomplishments during fiscal year 1999-2000 were:

- Provided better communication with the rapidly increasing number of residents in new developments adjacent to the Preserve and recommended to the Town Council that its membership be enlarged by up to three new "at large" members, to be selected chiefly from Preserve neighbors
- Reduced motor vehicle intrusions into the Preserve with the assistance of the Police Department
- Studied measures to reduce the buildup of sand and silt carried by Grindle Brook into the Pond
- Organized and conducted a volunteer Preserve maintenance day and monthly patrols by members of the local subchapter of The Nature Conservancy
- Enlisted other services for upkeep and maintenance of the Preserve
- Allowed and coordinated scientific amphibian and botanical studies

The Preserve is open to Town residents and their guests daily from sunrise to sunset.

Significant new commercial development on the west side of Main Street. Construction begins (inset) on the new Senior Assisted Living Facility on Hebron Avenue.



Administrative Services

Administrative Services

The Administrative Services Department is responsible for the preparation of budgets, financial reporting, 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, debt sales, voter registration management and coordination of computer services.

Board of Finance

The Board of Finance is a bipartisan Board which 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. The staff works with the Board of Finance to review financial reports and make recommendations as requested to the Town Council and Town Manager. Financial Administration also serves as staff liaison to the Insurance Advisory Committee in risk analysis and annual insurance renewals.

- Maintained an Aa1 designation with Moody's Investment Services for the Town which is based on the Town's financial condition
- Received Governmental Finance Officers Association (GFOA) budget award for fiscal year 1999-2000

- Information Services provided Internet access and E-mail to Town staff users and Internet access to Library patrons
- Information Services implemented a network infrastructure to provide connectivity between municipal locations to provide users instant availability of key various networks and applications

Accounting

The Accounting Division is responsible for providing complete and accurate financial information in proper form and on a timely basis. This division prepares the year end comprehensive annual financial report, processes employee payroll, payables, and receivables. The Division is also responsible for investment management procedures to maximize interest income on all funds and internal audit functions to insure that proper controls and procedures are being followed.

- The Town received the Certificate of Excellence in Financial Reporting for the period ended June 30, 1998, awarded by the Government Finance Officers Association following an extensive review process
- Continued implementation of interdepartmental access to MUNIS financial software. Divisions are able to access financial information more efficiently
- Increased enrollment in the Direct Deposit program and increased the use of ACH banking to reduce banking fees and increase work productivity
- Began computerization of fixed assets project

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 and revaluation of real estate, motor vehicles and business personal property.

- Finalized revaluation court appeals (total of 27)
- Finalized software upgrade in Administrative Assessment system including staff training

Revenue Collection

The Collector of Revenue's office is responsible for the timely collection of funds necessary to support both governmental and educational services. Those funds account for over 85% of the Town's annual budget. Taxes and fees for the fiscal year 1999-2000 totaled \$63,148,373 and sewer charges and fees totaled \$1,458,640.

- Collected back taxes totaling \$443,391
- Accomplished a tax collection rate of 99.37% on current levy
- Reduced the number of tax liens filed to 173
- Initiated on-line query with the Department of Motor Vehicles
- Began software upgrade to Windows version of both tax and utility collection systems

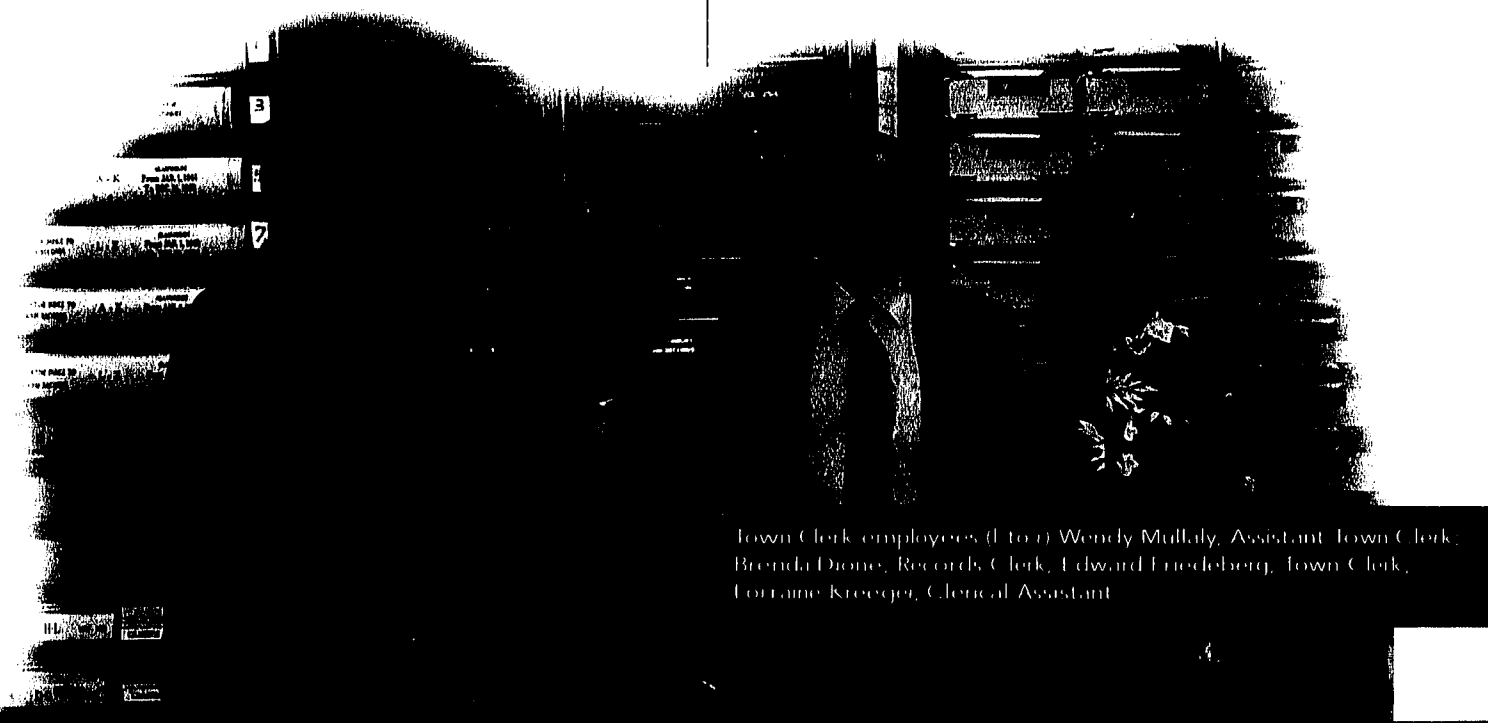
Town Clerk

The Town Clerk's office is the center for public records and information including land records, vital statistics, elections, military discharges, notaries public, liquor permits, minutes of the numerous boards and commissions, and various licenses. The office also answers the numerous and varied questions which individuals have concerning the Town. The Town Clerk's office which is mostly governed by state statute is a major collector of revenue for the State of Connecticut as well as for the Town.

- Collected approximately \$1,725,000 for the State and \$650,000 for the Town, 35% above the previous year for the State and nearly 20% above for the Town
- Completed state-wide manual of procedures for Registrars of Vital statistics
- The legislature passed a law backed by the Connecticut Town Clerk's Association setting additional recording fees to be used for preservation of records



A typically busy scene at the Town Clerk's office.



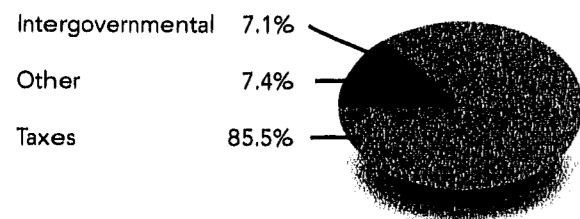
Town Clerk employees (l to r) Wendy Mullaly, Assistant Town Clerk, Brenda Dione, Records Clerk, Edward Friedlsberg, Town Clerk, Coranne Kreeger, Clerical Assistant.

Income Statement

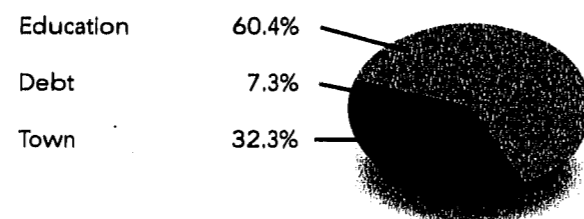
Statement Of Revenues, Expenditures And Changes In Fund Balance Budget And Actual - General Fund For The Year Ended June 30, 2000

	Amended Budget	Actual	Variance Favorable (Unfavorable)
Revenues			
Property taxes	\$ 62,854,533	\$ 63,183,719	\$ 329,186
Licenses and permits	521,800	599,360	77,560
Intergovernmental	4,738,060	5,251,624	513,564
Charges for services	1,323,600	1,767,944	444,344
Other revenue	1,856,484	3,063,797	1,207,313
Total Revenues	\$ 71,294,477	\$ 73,866,444	\$ 2,571,967
Expenditures			
Current:			
General government	600,576	585,296	15,280
Community development	1,061,184	1,027,825	33,359
Administrative services	6,122,120	5,954,808	167,312
Public safety	5,710,549	5,632,555	77,994
Physical services	3,838,881	3,769,909	68,972
Sanitation	1,826,325	1,751,406	74,919
Human services	1,320,294	1,257,035	63,259
Leisure/Culture	4,145,807	3,962,014	183,794
Contingency	35,500	18,379	17,121
Education	44,749,338	44,745,949	3,389
Debt service	5,402,682	5,394,210	8,472
Total Expenditures	\$ 74,813,257	\$ 74,099,387	\$ 713,869
Excess (deficiency) of revenues over expenditures	(3,518,780)	(232,944)	3,285,836
Other financing sources (uses):			
Operating transfers in	\$ 1,178,300	\$ 1,217,270	\$ 38,970
Operating transfers out	(630,000)	(630,000)	0
Use of general fund - fund balance	2,970,480	0	(2,970,480)
Total Other Financing Sources	\$ 3,518,780	\$ 587,270	\$ (2,931,510)
Excess (deficiency) of revenues and other financing sources over expenditures and other financing uses	\$ 0	\$ 354,326	\$ 354,326
Fund balance, July 1		\$ 7,701,803	
Fund balance, June 30		\$ 8,056,129	

Revenues



Appropriations & Expenditures



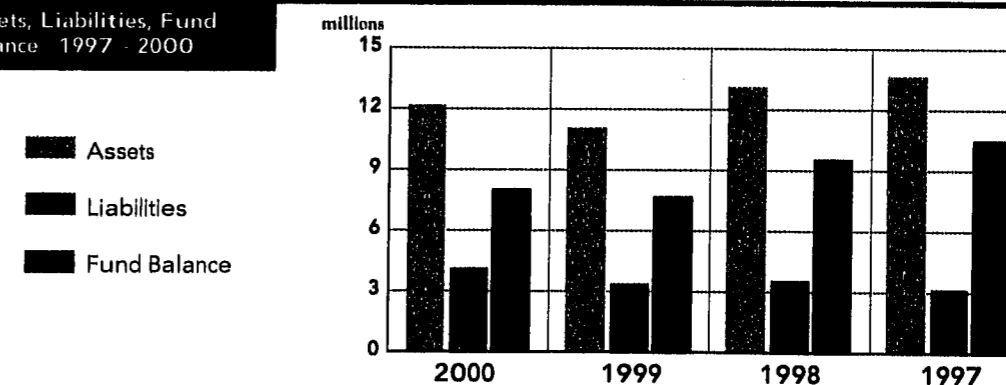
A copy of the complete financial report is available at the Town Clerk's office,
Glastonbury Town Hall, 2155 Main Street, Glastonbury, CT 06033.

Balance Sheet

General Fund - Comparative Balance Sheet June 30, 2000 and 1999

	2000	1999
Assets		
Cash and cash equivalents	\$9,725,639	\$8,591,907
Receivables:		
Property taxes	718,134	827,624
Other	517,770	468,272
Inventory, at cost	148,727	161,133
Due from other funds	34,521	97,122
Other assets	1,051,701	941,651
Total Assets	\$12,196,493	\$11,087,709
Liabilities and Fund Balance		
Liabilities		
Accounts and other payables	\$1,619,121	\$881,795
Due to developers for escrow deposits	1,512,921	1,103,003
Due to others for escrow deposits	28,803	30,800
Deferred revenues	979,519	1,370,309
Total Liabilities	\$4,140,364	\$3,385,906
Fund balance:		
Reserved for encumbrances	\$157,684	\$153,439
Reserved for inventory	148,727	161,133
Reserved for insurance	275,000	275,000
Unreserved:		
Designated for Subsequent year's budget	1,000,000	1,500,000
Designated for specific purposes	9,170	693,521
Undesignated fund balance	6,465,548	4,918,710
Total Fund Balance	\$8,056,129	\$7,701,803
Total Liabilities and Fund Balance	\$12,196,493	\$11,087,709

Assets, Liabilities, Fund Balance 1997 - 2000



Town Officials

Prior to the November 1999 Election

ELECTED OFFICIALS
Board of Education
 Suzanne Galvin, Chair
 Helen Stern, V. Ch.
 Lorraine Marchetti
 Richard C. Brown
 Paul F. Haas, Jr.
 Lewis J. Lassow
 Cynthia D. Walls
 Laurie A. Paternoster

Board of Finance
 Diane L. Northrop, Chair
 James R. McIntosh, V. Ch.
 Edward B. Dingley
 Walter F. Hemlock
 Constantine Constantine
 Peter B. Deich

Board of Assessment Appeals
 Shaun O'Rourke
 David Motycka
 William Holmes
 Dennis Cavanaugh
 Robert D. Bowden

Fire Commission
 Gilbert D. Spencer, Chair
 Norman Fierravanti, V. Ch.
 Brian Comerford
 Arnold H. Higgins
 Brian E. Tyrol
 James W. Dutton

Town Council
 Kurt P. Cavanaugh, Chair
 Sharon H. Purtill, V. Ch.
 Judith A. Stearns
 Thomas F. Flanagan
 Walter J. Cusson
 H. David Megaw
 Marti Curtiss
 Sheenu Srinivasan
 Michele M. Fontaine

Zoning Board of Appeals
 Michael H. Clinton, Chair
 Robert Gamer
 John C. Linderman
 Sandra O'Leary
 Janet Jefford
 Alternates:
 Jeanie Babineau
 Matthew Klos
 Joseph A. Broder

Registrar of Voters
 Gina Fredericks
 Karen Sullivan

Probate Judge
 Donald Hamer

APPOINTED OFFICIALS
Agricultural Advisory Committee
 J. Baylis Earle, Chair
 Mario Accornero
 Louis Bussa
 Henry Rose

Richard Ferrari
 Deborah McIntosh
 Michael Longo

Building Board of Appeals (Code Rev. Committee)
 David B. Cox, Chair
 Calvin J. Carini
 James W. Dutton
 Graham Tyrol
 Charles W. Brown

Cox Cable Advisory Council
 Peter J. Preisner
 Vincent A. Fandetti
 Lucretia Seidel

Commission on Aging
 Richard A. Coombs, Chair
 Eva Bowden, V. Ch.
 Elizabeth Giamalis
 William McGaw, Jr.
 Alice Robinson
 W. Gilbert Wolf
 Susanne Dock

Community Beautification Committee
 Robert G. Shipman
 Donald B. Reid
 Della Winans
 Lewis Middleton
 David Flattery
 Elizabeth (Lynch) Payton
 Toni Easterson

Conservation Commission
 Judy Harper, Chair
 James Bingham
 William Patrick
 Gerhard R. Schade
 Charles J. Reed
 John B. Farley
 Kim McClain

Economic Development Commission
 Walter L. Erley, Chair
 Barbara Wagner
 Robert Mulcahey
 Richard A. Katz
 James M. Lynch
 David M. Hallowes
 Gretchen Deans

Fair Rent Commission
 John H. Roughan, Chair
 David Evans
 Andrea Broder
 John C. Hilton
 Glenda Rose
 Kenneth Jacobs
 Joan Palatine

Fine Arts Commission
 Suzanne Dufford
 Doris O'Rourke
 Candace Satin
 Carol Ahlschlager
 Steven Molaver

Philomena Pappa
 Emmeline Basil
 Kiersten Paindiris

Great Pond Stewardship Committee
 H. William Reed, Chair
 David Bodznick
 Jollie Steffens
 David Gumbart
 B. Kent Sleath
 Tom Mocko
 Judy Harper
 Thomas F. Flanagan

Historic District Commission
 Mary Lou Barrett, Chair
 Nancy Lepore
 Thomas Theurkauf
 E. Marston Moffat
 Galen "Hap" Sheperd
 Alternates:
 Louise Walker
 Charles L. Miller
 Pauline Odegard

Housing Code of Appeals
 Nelson C.L. Brown
 Kristine Brown
 Patricia Moriarty
 Michael Botelho

Human Relations Commission
 John C. Glezen, Chair
 Patricia A. Darling
 Glenda Rose
 Alex Rodriguez
 Cathy Vacchelli

Incorporators of the Free Academy
 Richard Mihm
 Helen Stern
 Inez Hemlock

Insurance Advisory Committee
 William Bland
 Frank D. Anderson
 Robert J. Hager
 William A. Fochi
 Mark E. Zimmerman
 Stephen J. Ludwig
 David Hoopes

Public Buildings Commission
 David B. Cox, Chair
 W. Michael Low
 Edward J. Kamis
 Scott Tyrol
 John A. Davis, Jr.
 Liaisons:
 Constantine Constantine
 Suzanne Galvin
 Blakeslee Lloyd

Public Housing Authority
 Richard H. Inman, Chair
 James F. Noonan
 Craig Fontaine
 Zelda Lessne
 Frances W. Young

Recreation Commission
 Betsy Katz, Chair
 Lynn Hazard
 Jollie Steffens
 J. Baylis Earle
 Lisbeth Becker
 Charles I. Monzeglio

Safety Committee
 Whitney Smith, Chair
 Gloria Zwim
 Carol Hilton
 Helen Litwin
 Theodore R. Earl
 Thomas Steprowski
 Kevin Graff

Town Plan & Zoning Commission
 Dr. Michael F. Lepore, Chair
 Patricia V. Low
 Scott Lessne
 Barbara A. Nebb
 Dorothy S. Peltzer
 Mark K. Branse
 Alternates:
 Jane Sleath
 Patricia Bussa
 Whit C. Osgood

Water Pollution Control Authority
 Bradley Northrop, Chair
 Nils G. Carlson
 John C. Gavin
 Robert Jordan
 William H. Habicht
 Louis M. Accornero
 Lisa Gillberto

Welles-Turner Library Board
 Gloria Avitabile, Chair
 Jane Brown
 Della Schultz
 H. Kennedy Hudner
 Blakeslee Lloyd
 Martha Poole

Youth & Family Services Commission
 Stephen Jacoby, Chair
 Susan Motycka
 Tricia Dougherty
 Karen Klingensmith
 Luci Leone
 Elizabeth Catarius
 Jack Morris
 Robert Backlund
 Elizabeth Rogan

Town Officials

As of December 2000

ELECTED OFFICIALS
Board of Education
 Helen D. Stern, Chair
 Suzanne Galvin, V. Ch.
 Lorraine Marchetti
 Richard C. Brown
 Paul F. Haas, Jr.
 Lewis J. Lassow
 Cynthia D. Walls
 Andrew Resnisky

Board of Finance
 James R. McIntosh, Chair
 Diane L. Northrop, V. Ch.
 Walter F. Hemlock
 Constantine Constantine
 Peter B. Deich
 Robert W. Jenkins

Board of Assessment Appeals
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 David Motycka
 Dennis Cavanaugh
 Robert D. Bowden
 Stephen N. Giamalis

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 Gilbert D. Spencer
 Brian Comerford
 Brian E. Tyrol
 James W. Dutton
 Richard W. French, Jr.

Town Council
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 Barbara C. Wagner

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 H. James Boice

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 Bernard J. Herpst
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 Kamla Srinivasan
 Monica Shea

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 Stephen Jacoby
 Susan Motycka
 Tricia Dougherty
 Luci Leone
 Elizabeth Catarius
 Jack Morris
 Laura Cahill
 Anne Marie O'Connor



Glastonbury's geographic location within the Capitol Region, its proximity to major transportation arterials, its varied topography ranging from the Connecticut River Valley lowlands to the eastern rugged uplands have supported a wide variety of land uses from agriculture to corporate parks, from commercial and industrial to a wide range of residential housing opportunities. All of these components together have defined a Connecticut River town rich in history and diverse resources which need to be protected as well as enhanced.

Annual Report Production Notes

Blackledge Falls cover photo and photos above, courtesy of Kenith E. Leslie © 1999.

Marcia Erley photo (page 3) courtesy of The Glastonbury Citizen. Inez Hemlock photo (page 3) courtesy of Walter S. Hemlock.

Annual Report: Designed by Mason Design,
Printed by Wolf ColorPrint