





## Target for Progress

More than ever, Glastonbury is becoming a desirable place to live and work. Business and commercial growth is on the upswing; housing proposals continue to appear before town boards and commissions for approvals, with the trend toward condominium living evident in the increasing number of Planned Area Development submissions.

Progress is a two-sided affair, with some definite benefits and not a few drawbacks. To protect and enhance the quality of life cherished by the community, the town government continues to exercise its right of review and to observe carefully the zoning regulations which control development in an orderly and desirable fashion.

The aerial photographs on the cover, taken by Citizen editor David Dearborn, show (front) the center of town from First Church of Christ Congregational north, and (back) a section of Hubbard Street and the high school, where another kind of progress is evident.

(photo by Duffy)

*This report has been compiled with the help of an advisory committee: Marge Baechler, Rita Borden, Barbara Pond and Tink Henderson. Patricia Speicher Werbner and Yolande O'Lenick, of the Town Manager's staff, have served as project coordinators. The photographs have been made available through the courtesy of The Glastonbury Citizen. The information has been supplied by departments, boards and commissions; sincere thanks go to those who have made the advisory Committee's work so much easier. Publication of the town report is required by Section 607 of the Town Charter.*

## Administration

### Report from the Town Manager

This is my third annual report as Town Manager of Glastonbury. The fiscal year closed on June 30, 1982 in an excellent financial position. At year end the General Fund had an unencumbered balance of slightly over \$600,000.

Much of the favorable financial results during the year is attributed to an extremely high investment income rate that boosted our investment income to an all-time high of \$814,975. Additionally, the surplus was enhanced by a turnback of \$324,516 from the General Town Government.

Following is a summary of significant town activities during the year.

- Kenith Leslie was promoted from Planning Assistant to the Director of Community Development; Ernest Schaeppi was hired to fill the position of Environmental Planner. With this reorganization in the department, one position was deleted from the town staff.

- John Simpson was hired as Town Accountant to fill a vacancy.

- The electors of the Town approved by a 7-1 plurality the funding to renovate Academy School building "A" to make a Town Hall and renovations of the existing town hall to serve as a new police station. Construction on the two buildings was underway at the close of the fiscal year.

- The Town assisted in the transfer of the Zirrhup property to the Kongscut Mountain Land Trust by providing the boundary survey. The transfer enables the nearly 100 acres of land to be preserved as open space.

- The South Glastonbury Community Club property was purchased by the town to accommodate the expansion of the Company No. 2 firehouse in South Glastonbury.

- The Town Council and Board of Finance acted promptly on a proposal to extend a road off Western Boulevard to accommodate a very prestigious expansion of our Industrial Park by Glastonbury Park Associates.

- With the aid of State and Federal open space grants, at long last we acquired the Buckingham open space off Hebron Avenue comprised of 26 acres.

- At the close of the fiscal year, design was completed on the Woodland Street Bridge which enabled the project to be put out for construction bids.

We continue to be very fortunate in that our elected and appointed individuals,—all of whom serve the town without pay—as well as citizen volunteers, donate their time to assist us in handling a variety of community activities.

All of us on the administrative staff would like to take this opportunity to offer special thanks and

(continued)

recognition to these people who are far too many in number to mention individually. It is hoped that you will enjoy reading through the Annual Report, making note of the activities of the various departments and agencies of the town.

All citizens are invited to write to or visit Town Hall at any time with any comments or suggestions you may have.

**Richard S. Borden Jr.**  
Town Manager

#### Report from the Town Council:

Dear Residents:

The Republican majority took over in November of last year and has, we believe, already accomplished quite a bit. Our first budget (for fiscal years 1982-83) called for a minimal 3% tax increase, and our financial position is sound.

There has been an increasing spirit of cooperation between the town, the Board of Education and the Board of Finance; we have all worked together—and will continue to do so—to get the most for your tax dollar.

The town staff deserves much credit for the smooth operation of the town's business. Following the favorable November vote on the proposed renovation of Academy School building A and the present town hall, the staff and police department will have their long overdue expanded quarters sometime during the next fiscal year.

We've had some continuing problems with Planned Area Developments and will be looking at

Page 2

these regulations with an eye to making some changes.

Here, then, are some highlights of the past year:

- With the help and encouragement of the town government and staff, the Salmon Brook Corporate Park is planning expansion which will add better than half a million dollars to our tax revenue, lessening the future burdens on property owners.
- An Affirmative Action Plan and goals for 1982-1984 were approved.
- The replacement of the Woodland Street Bridge was added to the Capital Improvements Budget, with the design work being completed during the year and the project put out for construction bids at the close of the fiscal year.
- A Historic District Study Committee was appointed and charged with making recommendations pertaining to a proposed Historic District.
- Amendments were made to our schedules for

(continued)



For the men and women employed by the town, probably the highlight of the year was the decisive Nov. 3, 1981 approval of expanded town hall and police department facilities. Standing in one of the hallways in the Town Office Building where they had gathered to hear the results of the vote, Town Manager Dick Borden and his wife Rita (left) and Police Chief Frank Hoffman (right) register a combination of relief and joy that the project is finally on its way.

various planning, zoning and building permit fees in order to bring fee schedules more in line with current costs for processing these applications.

- The Council Town Services Sub-Committee was directed to make a comprehensive study of our solid waste disposal problem, notably the very short life remaining for the New London Turnpike landfill. As a first step, the sub-committee recommended, and the entire Town Council approved, joining CRRA (Connecticut Resource Recovery Authority). This will enable us to dispose of our refuse at the Hartford landfill until such time as the new CRRA waste disposal plant is constructed.

- The Town Council approved \$5500 as the town's share of a badly needed new traffic signal at Hebron Avenue and Eastern Boulevard. (Shortly after the close of the fiscal year, the signal was placed in operation.)

- The Council authorized joining the C-MED communications project through the North Central EMS Council. This is a radio communications system for police and ambulance to allow direct contact with medical personnel. This system should greatly enhance emergency medical services for Glastonbury residents.

- The Council approved a tax abatement formula which enabled the Glastonbury Interfaith Housing Limited Partnership to begin construction of 110 units of elderly housing on land behind St. Paul's Church.

Residential development has slowed down substantially in Town; however, several projects were approved:

- Springbrook Village PAD on Spring Street was approved as a 24-unit condominium project.

- A four-unit addition to the Williams Glen PAD on Canlone Road was approved.

The Town Council meets on the second and fourth Tuesdays of each month. All residents are cordially invited to attend any meetings. The public is encouraged to speak on non-agenda items during the public comment session starting at 7:30 p.m.; citizen opinions and comments are welcomed on agenda items during Council meetings.

**Henry A. Kinne,  
Chairman Town Council**

---

The Town Council is elected for two years every odd year. Twelve candidates run; the top nine are elected, assuring a minority representation of three.

---



**The Town Council (left to right): Majority Leader Sonya Googins, George Adamson, Vice Chairman Marcia Erley, Richmond Perley, Allen Pfeffer, Chairman Henry Kinne, Lois Muraro, Minority Leader Bill Ferris and Walter Cusson.**

## Community Development

The Community Development Division is responsible for the management of all land use and building activities, including planning, building and zoning code enforcement, economic development, and environmental protection.

The planning department provided staff service to the Town Plan and Zoning Commission, Conservation Commission, and Economic Development Commission and directed the Town's present and long range planning effort.

The building department is responsible for the review and enforcement of all building and zoning codes and provides staff support to the Zoning Board of Appeals, Building Code Board of Appeals, and Housing Code Review Committee.

During the year, the Division experienced a significant reorganization with former Town Planner Kenith Leslie appointed Director, and Ernest Schaeppi appointed as Environmental Planner.

During 1981-82, the Town's landscape at the intersection of Route 2 and Hebron Avenue experienced a dramatic change. The Town and an existing corporate resident, the Amica Insurance Company, cooperated with Glastonbury Park Associates in the initial development phase of their new \$50,000,000 Salmon Brook Corporate Park. The Town provided vehicular access to the

Page 6

Park by extending Western Boulevard over land formerly owned by the Amica Insurance Company.

The Economic Development Commission was an active participant in these arrangements.

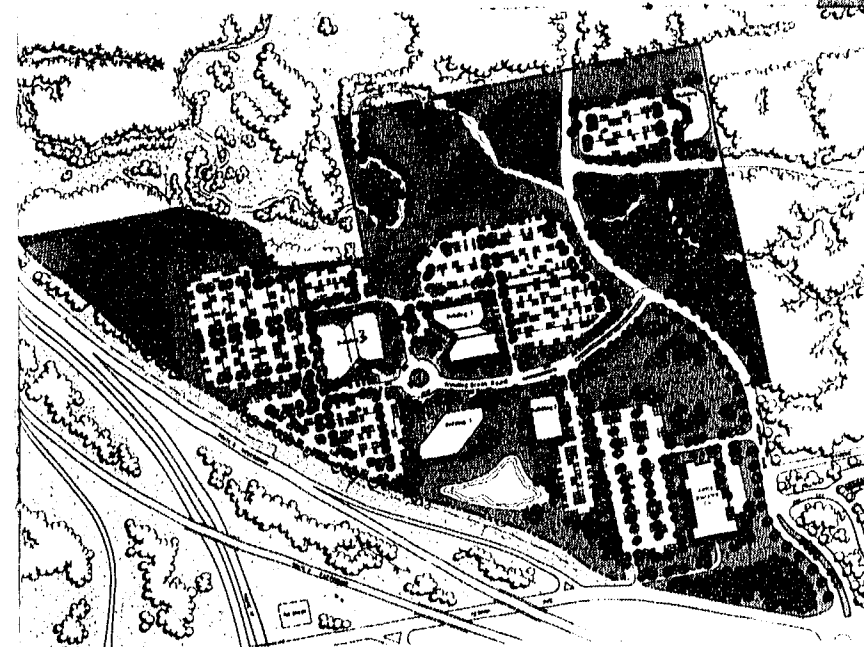
\*\*\*

The Town Plan and Zoning Commission is responsible for the preparation and adoption of a Plan of Development that serves as a guide to new development (what, where and when). The Commission also approves the subdivision of land and issues special permits for commercial and industrial uses.

As an advisory group, the Commission recommends on zone changes and public improvements. The Commission is a nine-member body appointed by the Town Council (6 full-time and 3 alternates).

This year TPZ granted approval for the construction of a new road, Winding Brook Drive, to service four building lots within the Salmon Brook Corporate Park. During December, the Commission granted approvals for a 60,000 square foot building and a 30,000 square foot building overlooking a new man-made lake.

Housing development dropped off this year, but business and industrial growth was definitely on the way up. Melzen's new shopping center on New London Turnpike (right), Bill Fochi's new office buildings at the corner of Hebron Avenue and New London Turnpike—designed by Edmund Van Dyke Cox, with Cronin Advertising as the first major tenant (below right)—and plans for a large corporate park by Glastonbury Associates (below) Mike Diamond and Bill Mogensen were encouraging signs of an increasing tax base.



Page 7



**The Zoning Board of Appeals** hears and rules on citizen appeals from requirements of the town's zoning ordinances and adverse rulings by the Building Official.

During 1981-82, the ZBA held 12 public hearings covering 92 applications from property owners. Of these, 85 were appeals for variances from the zoning regulations with 65 approved.

Two applications required by state law were heard and approved. Four applications were withdrawn; one appeal from the Building Official was heard.

**The Conservation Commission** serves as trustee of the Town's natural environment and works for the provision of meaningful open space and the overall perpetuation of a healthy environment.

The commission reviews land development proposals, approves wetland permits, and issues environmental impact statements.

The commission is the local enforcement arm of the Inland wetland and water courses regulations.

During the coming year, the commission plans to continue work on the open space and natural resources plan and expand its educational functions by providing citizens with pertinent energy conservation and resource management information.

**The Economic Development Commission** is responsible for the development and promotion of the town's employment base and economic growth. The seven-member group analyzes the benefits of public investors related to new business development.

During the year, ground was broken for the town's largest business park. The Salmon Brook Corporate Park, located at the intersection of Route 2 and Route 94, is planned to eventually contain almost 500,000 square feet of prime office space on approximately thirty acres.

**The Building Department** receives applications and maintains records for the Zoning Board of Appeals and the Building Code Board of Appeals.

The Building Official enforces the building zone regulations, building code and related mechanical codes; he serves as chairman of the Housing Code Appeals Committee.

In 1981-82 the Building Department issued 1,772 permits compared to 1,627 permits the previous year. Estimated construction cost of homes was \$7 million; costs for commercial and industrial construction added up to \$4.5 million.

Inspections involving all phases of construction and land use totaled 3,280. Ninety-one complaints were investigated. Fee revenues for the year were \$118,333, up from \$83,238 in 1980-81.

**The Redevelopment Agency** continued to work with developers to finalize activities in accord with the urban renewal plan as approved by the Town's electors.

The renovation of the Glastonbury Furniture Gallery building on Hebron Avenue and construction of two new buildings adjacent to the Center Green got underway after approval of plans by the seven member body.

---

### **Legal Services**

**The Probate Court** becomes intimately involved in the lives of many of our residents. Although commonly thought of in connection with the distribution of a person's property after death, the court's most important function is to assist the living.

The court serves persons who are mentally and/or physically unable to manage their own affairs by appointing a conservator to act on behalf of an incapable person, by appointing a guardian of a mentally retarded person and, if necessary, by placement of a mentally retarded person in a proper facility. Adults and children suffering from severe mental illness may be committed to an appropriate hospital.

A guardian of the person is appointed to provide for proper care of a child without parents or when the parents are not carrying out their responsibilities. A guardian of the estate is appointed to

Revised preliminary plans for 70 additional Glen Lochen condominiums, to be located on the south side of New London Turnpike, and a program to control the sale and resale of 21 of these units, which are to be provided at moderate cost, were also approved by the Agency.

A developer was also selected for a small parcel along New London Turnpike. An office building has been proposed for this site.

---

oversee assets belonging to a minor child.

Other responsibilities include adoptions, termination of parental rights, paternity, sterilization, medical and surgical treatment of involuntary patients, waiver of waiting period for marriage licenses, weddings, change of name and passports. Acting as a passport processing agency and officiating at weddings are services provided voluntarily at the discretion of the Judge of Probate.

Services provided this year included: administration of 128 decedent estates; appointment of 4 testamentary trustees; appointment of 8 guardians; establishment of 10 conservatorships; allowance of 84 fiduciary accounts; approval of 19 termination of parental rights, removal of guardian and adoption proceedings; issuing 3 marriage waivers; approval of 5 change of name applications; processing 368 passport applications and 23 miscellaneous applications. The judge officiated at 2 weddings.

### Report from the Town Attorney

During this year, the Town was still working through two undecided cases which characterized Glastonbury's dilemma. Regionally, it is a vulnerable suburb to a northeastern core city in transition and in trouble; and, internally, it is an attractive and growing town with a predominately agriculture heritage, whose citizens are willing to fight to preserve its environment and rural character.

Of course, the first case is "The United States vs. Glastonbury," and the second is the "South Hollow" zoning appeal.

While these cases demonstrate dramatically the wide range of legal problems that have and will confront our town, there is another important factor which bears equally upon the activities of the attorney's office: the town, with such diverse responsibilities and demands for service, and an annual budget approaching \$20,000,000, is still the biggest business in town. And it is the one business that directly affects all of us.

Given these expanding responsibilities, the growing population, and the complex relationships with surrounding towns, the state and the federal government, it should surprise no one that the numbers and varieties of legal problems and disputes are no longer confined to the occasional zoning appeal, tax appeal or tax foreclosure. Instead, they range from housing discrimination claims, labor disputes, and state

and federal grant disputes to agreements and activities to aid economic development, environmental violations—and unfortunately—the enforcement of the "Peddlers, Hawkers and Vendors Ordinance."

The following illustration is one of many that could be used. Keeping your road well-paved and clear of snow was once a major duty of towns, but that has now faded to a routine, well-executed chore in relation to other problems facing our Department of Public Works. The department is now keeping a sharp analytical eye on town-wide development in all its aspects.

That's good from the Town Attorney's point of view and for your purse and wallet because that means fewer, if any, environmental violations and drainage lawsuits, as one good result.

The unfortunate thing is that the town is most often a defendant or, at best, a reluctant plaintiff, in upholding or enforcing the state statutes, local laws, regulations and public policies for the benefit and protection of its citizens as a community.

**William S. Rogers  
Alcorn, Bakewell & Smith**

### Library Services

In 1981-1982 the **Welles-Turner Memorial Library** went on-line as a member of CircCess. CircCess stands for circulation + access which are the two goals of the multi-library cooperative system based at the Hartford Graduate Center.

Terminals in the library link with Hartford and 19 other member libraries; together there is a shared data base of information about circulation transactions and book holdings.

The central computer has taken over many clerical chores that were previously done by library staff members, including the typing of overdue notices, reserve cards and bills, and the filing of transaction information. When all the member libraries are on-line, Glastonbury residents will have access to more than 2,000,000 books via the new system.

During the last fiscal year the library stepped up efforts to provide programming and outreach services, especially for children. In addition to the pre-school story hours and reading clubs, there were drawing and crafts lessons, Dungeons and Dragons clubs, a story hour for two year olds, film programs and a special performance by the Pandemonium Puppeteers at Naubuc School.

Updating and improving the book collection was

the primary goal of the adult services staff. As a first step, the collection was carefully reviewed and old and damaged books that were no longer being used were removed from the collection to make room for newer, more timely volumes. Some books had not circulated in more than fifty years! Age alone did not determine which books were discarded or retained, and in the course of the collection review nearly one thousand books were sent to the bindery for repairs and new covers. Suggestions for book purchases are actively sought from members of the public.

At the beginning of the year several changes were made in physical appearance of the library. The adult reading room was restored to its original location on the main floor, a wall was removed to create a new reference area, and a new front door was installed equipped with special hardware to make the building more accessible to the disabled.

The final ravages of last year's flood were removed when the main hall was repapered and the main floor rooms were repainted.

Library use grew in 1981-1982. Nearly 62% of the town's residents hold library cards and during the year they borrowed over 225,000 items and asked more than 11,000 questions of the reference department.

## **Parks and Recreation**

The Parks and Recreation Department is responsible for the organization and administration of all town-sponsored recreation activities and facilities. The department is also responsible for the care and maintenance of town parks, open space, municipal grounds, athletic fields, school grounds and cemeteries.

In addition, the department supports the activities of groups such as Hartwell Sports Club, Little League, Midget Football, and the Glastonbury Square Dance Club. The department assists groups planning large town-wide functions, and co-sponsors activities with local civic clubs and organizations.

Summer is an extremely busy time of the year for the department as residents, young and old alike, attempt to take full advantage of the warm weather.

Over two thousand children and adults passed through the learn-to-swim program which is conducted at Grange and high school pools. Recreation swim is held at Grange Pool, Eastbury Pool and the high school pool.

Town band concerts, music and arts camp, Camp Sunrise, gymnastic camp, girls', women's, and men's softball leagues, the annual senior citizen's picnic, and the summer playground pro-

Page 12

gram are but a few of the activities offered each summer.

During the fall and winter, the department sponsors a variety of activities ranging from scenic foliage tours of the Berkshires to lively aerobic exercise classes.

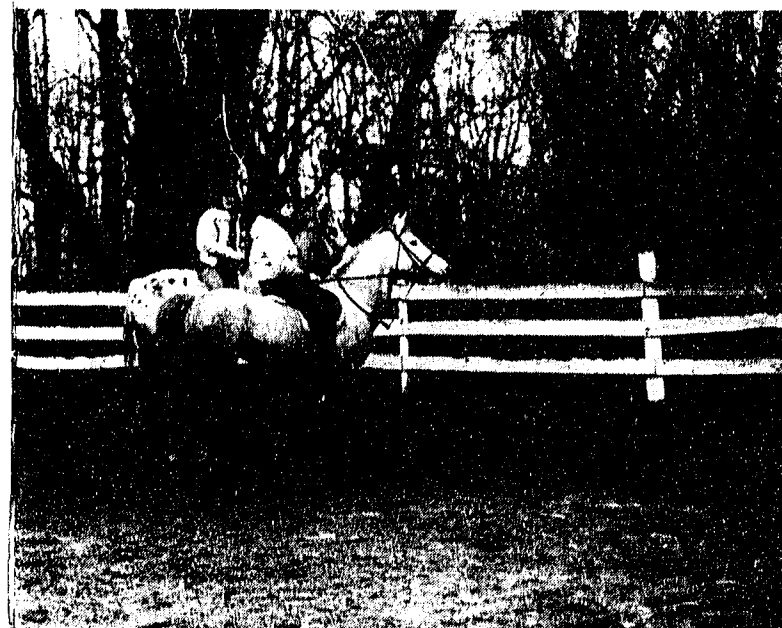
Of particular note are the youth basketball league in which more than 500 boys and girls participate; the Glastonbury Playschool for tots 3 years old and up; weekly square dancing, and bus trips to such locations as Newport, Boston, New York City, the Big E, and Banner Lodge.

The department sponsors a variety of exercise classes, a men's basketball league, various open gym programs, ice skating on four ponds maintained by the department, and various special events.

Each spring the department co-sponsors the Acme Merl-Thon Road Race which draws between 800-1000 runners. The proceeds from this race are donated to the Jimmy Fund.

Maintenance and improvement projects of particular note included reseeding of the Center Green, trail improvements of Earle Park, repair of the roof of the J.B. William's pavillion, installa-

(continued)



The wide and varied responsibilities of the Parks and Recreation Department and the Recreation Commission include everything from keeping ball fields and parks in shape to providing ice skating supervision. The available recreational programs continue to grow in scope for all ages under the direction of Parks and Recreation head Richard Johnson.



tion of playground equipment at Butler Field, installation of a handicap fishing ramp at Eastbury Pool, and improvements to the Grange Pool.

The department's staff always welcomes suggestions for new activities or ways to improve existing programs in an effort to make quality recreation available to all Glastonbury residents.

**The Recreation Commission** is a six member body which reviews recreation activities and advises the Town Council on recreation related policy.

During the past year, the Commission made a

number of recommendations concerning the development of new recreational facilities and various improvements to existing facilities.

The Commission also reviewed and updated the Comprehensive Plan of Development which was prepared in 1981.

A comprehensive study of the Parks and Recreation Department's fee structure was undertaken and completed in the Spring of 1981.

Continued efforts to provide a well-rounded program of recreational activities and facilities for the community will be the primary task of the Commission during the next year.

---

### **Human Resources**

**The Housing Authority** was first appointed by the Board of Selectmen in 1943 to take over operation of Welles Village, a complex of 200 units and a community hall. When Route 2 was constructed, one unit was taken, leaving the present 199 rental units for lower income residents.

These units, the community hall and the grounds are in the process of rehabilitation under HUD at a cost in excess of \$6 million.

This year an additional 40 units of elderly housing were completed, making a total of 140 apartments for the elderly.



**This year saw the completion of 40 additional units at Knox Village, elderly housing complex off Hubbard Street, although official ceremonies were not held until after the end of the fiscal year.**

**The Social Services Department** provides aid to town residents who meet state eligibility standards with information and referral services to appropriate agencies for specific problems. An outreach program for energy assistance is also provided.

Again this year, the generosity of area organizations, businesses and private citizens enabled the department to sponsor a holiday season toy shop and to provide both Thanksgiving and Christmas dinners to families in need.

This year there was a marked increase in the general assistance case load, with a high of 28 cases during the spring. The state-mandated workfare program is working well with an average of five recipients placed in the Sanitation and Parks and Recreation Departments.

The department was instrumental in assisting a group of citizens to establish the first after-hours Crisis Hot-Line to serve the Town.

**The Department of Senior Services** is responsible for working with senior citizen groups and individuals, town staff and officials, the Commission on Aging and other appropriate groups and agencies in the development, implementation and coordination of a comprehensive range of services.

These services, such as Dial-A-Ride, the Nutritional Program, outreach, Friendly Visitors, Call-A-Friend, newsletter, information and referral are

designed to meet the needs and interests of Glastonbury's senior citizens and are provided directly by the Department. The Department is also responsible for the administration and coordination of Senior Center operations.

Fiscal year 1981-82 included several major points of interest. The Call-A-Friend telephone reassurance program was assumed by the Department.

The Friendly Visitors Program provides a weekly visit to an elderly person in need of continuing companionship. The Glastonbury Junior Women's Club arranged local training sessions and contributed several volunteers to the program.

The Department coordinated the Wellness Program and other activities with the Junior Women's Club.

A monthly newsletter was initiated in 1981-82.

A resource Directory for Older Adults was developed to meet the need for complete, correct and consolidated information on the services available in Glastonbury and the Greater Hartford area.

The Nutritional Luncheon Program was expanded to include one Monday lunch **per month** at the East Glastonbury United Methodist Church, in addition to the weekly lunches on Tuesdays at St. James Episcopal Church and Fridays at

(continued)

South Congregational Church. Educational and informational programs held after the lunches included forums on Social Security, Medicare, Blue Cross/Blue Shield and Health Maintenance Organizations, presentations by an attorney, psychiatrist and dentist.

The Nutritional Luncheon Program was evaluated by current participants. The survey supplied data on group demographics, motivations for utilizing the program and general opinions of the program.

**The Commission on Aging** provides advice and physical support for programs under the auspices of the Senior Services Coordinator, and proposes and evaluates programs and services for the elderly in the community.

We have discussed the Coordinator's Nutritional Luncheon Program survey to determine if needs were being met and adopted her guidelines for the program. The Resource Directory and the Dial-a-Ride guidelines prepared by the Coordinator have been reviewed and adopted.

Guest speakers have provided information on "Alternate Means of Housing for the Elderly" and "Preparation for Retirement."

**The Glastonbury Youth and Family Resource Center** is a three-fold approach to help Glastonbury's youth and their families "live with life."

**Creative Experiences** exist to promote positive youth development and social competency in young people through the arts.

**Dramatic Arts** offer major summer and fall productions, mini-classes in a wide spectrum of interests, workshops within the school system and a touring company—Peter Pan Players—which performs annually in all schools.

**Pass It On** is the weekly student-run cable TV program featuring community information, local performers and educational interviews on Channel 13 Sunday evenings at 8 p.m. and Mondays at 4 p.m.

**Y.S.A.G.** is a community service organization of male and female students ages 12-18 whose tutorial services are available free to anyone in the community.

**Clinical Services** include counseling to families with children who reside in Glastonbury or attend our schools. The agency offers a range of individual, marital, group and family services. The clinical staff of fully trained and widely experienced professionals has members assigned to each school. Counseling services are free.

**Employment Programs:**

YEP (youth employment) is a job referral service for youth ages 13 through college, established to fill the need of employers in the community who

(continued)



Youth and Family Resource Center stage productions draw hundreds of people of all ages 'into the act.' Directed by Chris Gullotta, the shows are a community effort enjoyed by participants and full-house spectators alike.

need part-time or temporary help.

SEP (senior employment) is designed to assist senior citizens in Glastonbury to obtain meaningful work.

Both programs are coordinated by Glastonbury Youth and Family Resource Center and funded by the Town of Glastonbury.

**The Fine Arts Commission** promotes activities for, and participation in, the arts in Glastonbury, acting in unison with other boards, private organizations and individuals.

The 1981-82 program included the Dewitt Jones-Robert Frost presentation, the annual Jazz Concert, a chamber concert series in cooperation with the Historical Society, a town poetry contest, the symphony bus service, and a series of summer evening concerts.

**The Health Department** preserves and maintains the health and well being of all the Town's citizens. Programs in environmental health, health education screening and immunization clinics, investigation of reported communicable diseases are geared to this end.

A total of 2792 inspections were made, 13% less than the previous year, reflecting the slow-down in the building trades with fewer subdivision approvals and related work for on-site sewage disposal.

Attendance at the elderly flu immunization clinic increased 25% with a total of 282 participants this year.

Quarterly blood pressure screenings are offered all Town employees; a total of 206 were screened.

The lifestyle program attempted to encourage town employees to be more active in their daily living through physical exercise.

Complaints	276
Insects-Rodents	97
Garbage-Rubbish	98
Septic System Repairs	51
All Others	217
<b>Total</b>	<b>463</b>

Food Service	1,021
Housing Code	443
Sewage Disposal System	360
Swimming Pools	177
All Others	328
<b>Total</b>	<b>2,329</b>

**Grand Total Routine & Complaint Inspections** 2,792

**Public Records**

The Town Clerk's office is the center for public records and information including land records, vital statistics, elections, minutes of the numerous boards and commissions, and various licenses.

Income for the 1981-82 fiscal year decreased approximately 4% compared to the prior fiscal year due to the high interest rates affecting land record transactions and the general slowdown of the economy.

The 1982 state legislature passed laws increasing land record recording fees, dog license fees, and the cost for hunting and fishing licenses, all of which will become effective during the next fiscal year.

The state legislature was also reapportioned during the year, placing the northern section of town into the 9th Assembly District along with a portion of the Town of East Hartford and necessitating a redrawing of our own voting district lines.

**Collection for Town General Fund**

	1979-80	1980-81	1981-82
Conveyance Tax	\$ 70,303.05	\$ 67,496.35	\$ 63,187.25
Recording Fees	41,022.65	43,515.28	43,287.42
Other Fees	14,427.04	7,512.85	7,135.55
<b>Totals</b>	<b>\$125,752.74</b>	<b>\$118,524.48</b>	<b>\$113,610.22</b>

**Collection for State of Connecticut**

	1979-80	1980-81	1981-82
Hunt. & Fish. Licenses	\$ 15,199.00	\$ 14,314.00	\$ 12,911.00
Majority Cards	44.00	33.50	0
<b>Totals</b>	<b>\$ 15,243.00</b>	<b>\$ 14,347.50</b>	<b>\$ 12,911.00</b>

**Collection for Town Dog Fund**

Sale of Dog Licenses	\$ 10,273.05	\$ 10,277.40	\$ 9,168.85
----------------------	--------------	--------------	-------------

**Other Statistics**

	1979-80	1980-81	1981-82
Births	237	236	239
Deaths	175	163	171
Marriages	315	324	284
Dog Licenses	2,257	2,282	2,211
Hunting & Fishing Licenses	3,388	3,135	2,830
Veterans' Discharges	134	80	63
Voters	462	403	281
Majority Cards	88	67	0
Land Record Documents	4,839	4,767	4,775
Absentee Ballots	665	1,282	655

The Registrars of Voters report that registration sessions are held on the fourth Thursday of every month from 7 to 9 p.m. at the Town Office Building. Voters may register and affiliate with a political party daily from 8:30 a.m. to 4:30 p.m. in the Registrars' or Town Clerk's Offices. Eligible voters may contact the Registrars for information on special sessions at 659-2711 ext. 277 or 278.

\*\*\*

A total of 667 voters registered from July 1, 1981 to June 30, 1982:

New Voters	Party	Totals
180	Democrat	5068
268	Republican	5521
219	Unaffiliate	4856
<b>667</b>	<b>Totals</b>	<b>15,445</b>

A Referendum was held on August 25, 1981 at Glastonbury High School, noon-8 p.m. "Shall the Town of Glastonbury purchase the property of the Community Club of South Glastonbury, Inc. for the sum of \$105,000 in accordance with an option dated May 28, 1981, for the purpose of expanding the South Glastonbury Fire House Company No. 2?"

Eligible to vote: 15,712; 15% voted: Referendum passed by a vote of 2132 in favor, 232 against.

\*\*\*

The Town Election was held on November 3, 1981.

Eligible to vote: 15,078; 55% voted: 8023 at the polls, 302 by absentee

A Republican primary was held on December 15, 1981, to choose the candidate to run for the office of U.S. First Congressional District Representative.

Eligible to vote: 5385 Republicans; 21% voted: 664 for Ann Uccello, 478 for Colleen Howe.

\* \* \*

A special election was held in January for the First Congressional District seat left vacant by

### **Public Works**

**The Sewer Commission** is responsible for determining the need for sewers and providing for the construction of such sewers. The Commission of seven members is appointed by the Council; the assistant civil engineer in the Public Works Department acts as the staff liaison on a day-to-day basis.

The Commission apportions sewer installation costs through assessments against the property benefitted, on a fair and equitable basis. Sewer use charges are also fixed by the Commission.

Fiscal Year 1981/82 saw the resolution of the Parker Terrace pump station problem of capacity through a decision to proceed with a precast station. A bond issue referendum will be scheduled for March 1983.

the death of William Cotter.

Eligible to vote: 15,114; 33.5% voted: 2522 for Barbara Kennelly, 2548 for Ann Uccello.

\* \* \*

The Town Council approved the new map of voting districts with changes in Districts 1, 2 and 7 to comply with the state legislature's redistricting. The new District 1 is now part of the 9th Assembly District. The remainder of the town is in the 31st Assembly District.

**The Public Buildings Commission** supervises the construction of new municipal buildings.

During this year, the renovation of the science wing at the high school was completed.

Work was also completed on the restoration of the Board of Education building which had been damaged by fire in the spring of 1980. Personnel were back in the building for the start of the 1981 school year. An open house and dedication were held in the fall of 1981.

Work continued on the addition to Company #2 fire house. The Community Club next to the Fire House was purchased and razed to make room for the new bays.

In the spring of 1982 the firm of Kaestle Boos and Associates was selected as architect for the project.

**The Public Works Division** consists of several groups:

**Administration** provides the budgetary and personnel support services and overall general supervision and policy of the Division.

**Engineering** provides technical services to town departments, boards and commissions on Public Works related projects. Responsibilities include the design of construction and maintenance projects, the review and inspection of construction work performed by private engineers and contractors, and the maintenance of town plans, mapping and files. In addition, this group provides technical and administrative support to the Sewer Commission.

**Streets and Drains** provides maintenance and repairs to existing facilities such as streets, sidewalks, snowshelves, guard rails, storm drain systems, sanitary sewer systems, traffic markings, traffic controls, and snow/ice control.

**Vehicle Maintenance** provides fleet repair ser-

vice, preventive maintenance, and operating cost records for all cars, trucks, buses, and construction equipment being used by the town.

**Building Maintenance** provides maintenance and repair service for all municipal buildings, except those of the Board of Education. In addition, this group maintains the cost records for all utility, communication, and energy consumption for those buildings.

**Water Pollution Control** operates, maintains, and repairs the Water Pollution Treatment Facility and eight pumping stations in compliance with the Connecticut Department of Environmental Protection NPDES Permit.

**Refuse Disposal** disposes of garbage, rubbish, brush, leaves, stumps, bulky metals, and tires according to the Connecticut Department of Environmental Protection Permits for the facilities off New London Turnpike and off Tryon Street. In addition, the group operates a recycling center at the New London Turnpike site and four satellite stations.

\* \* \*

The activities of Public Works during Fiscal Year 1981/82 is best shown by the chart on the following page which shows the man hours and percent of time spent on major type activities.

Program	Man Hours This Year	Man Hours Last Year	Percentage This Year	Percentage Last Year
Administration	16,306.0	15,567.0	9.4	9.0
Leaves	28,485.0	28,931.5	16.5	16.7
Boards and Commissions	4,171.5	3,421.0	2.4	2.0
Other Town Departments	1,104.5	1,255.5	0.6	0.7
Developer Engineering	4,849.0	6,124.0	2.8	3.5
General Engineering	4,669.5	5,386.5	2.7	3.1
Streets	8,761.5	6,113.5	5.1	3.5
Snow and Ice	9,713.5	3,667.5	5.6	2.1
Roadside	5,227.0	4,077.0	3.0	2.4
Traffic	3,043.0	3,441.0	1.8	2.0
Storm Drains	6,689.0	4,456.0	3.9	2.6
Sanitary Sewers	2,590.0	2,180.0	1.5	1.3
Vehicle Maintenance	19,470.5	19,688.5	11.3	11.4
Building Maintenance	11,620.5	8,277.0	6.7	4.8
Water Pollution Control	15,606.0	16,687.0	9.0	9.7
Landfill	10,294.5	7,788.0	6.0	4.5
Recycling	4,556.0	6,518.0	2.6	3.8
Projects	15,580.5	29,278.5	9.1	16.9
<b>Totals</b>	<b>172,737.5</b>	<b>172,857.5</b>	<b>100.0</b>	<b>100.0</b>

Some of the projects completed by Public Works during Fiscal year 1981/82 were:

- Study and evaluation of Parker Terrace Pump Station Modifications.
- Condition evaluation of all roadways, sidewalks, storm drains, and sanitary sewers.
- Replacement of sidewalks on Randolph Drive.

- Landfill additional fill elevation permit.
- Paving of Mountain Road, Natchaug Drive, Minnechaug Drive, Orchard Street, and Nye Road.
- Chip sealing of Keeney Street and Howe Street.
- Sand sealing of Woodhaven Road, Timrod Trail, Harvest Lane, Hope Lane, Slater Road, Church Hill Road, and Thompson Street.

(continued)



Public Works chief Bob Pryzby (above right) takes a look at the landfill operation. Concern is growing over the approaching end of the New London Turnpike facility use. Recycling (left) is one answer to extending the life of the landfill. Collection bins are strategically placed around town to encourage this effort.

- Reconstruction of a portion of Strickland Street.
- Modification of storm drains on Fisher Hill Road.
- Construction of bus turn-out on Main Street.
- Reconstruction of a portion of House Street.
- Installation of traffic signal controls at Griswold Street and House Street.
- Installation of storm drains on Marilyn Drive.
- Installation of storm drains on Hubbard Drive.
- Reconstruction of a portion of Chestnut Hill

Road.

- Rehabilitation of 60 KW portable generator.
- Installation of thermal drapery at Welles Turner Library.
- Replacement of heating system at the Public Works Highway Garage.
- Repainting of the interior of the Water Pollution Control Facility.
- Replacement of the Public Works Highway Garage roof.
- Report on the costs of recycling.

**Public Safety**

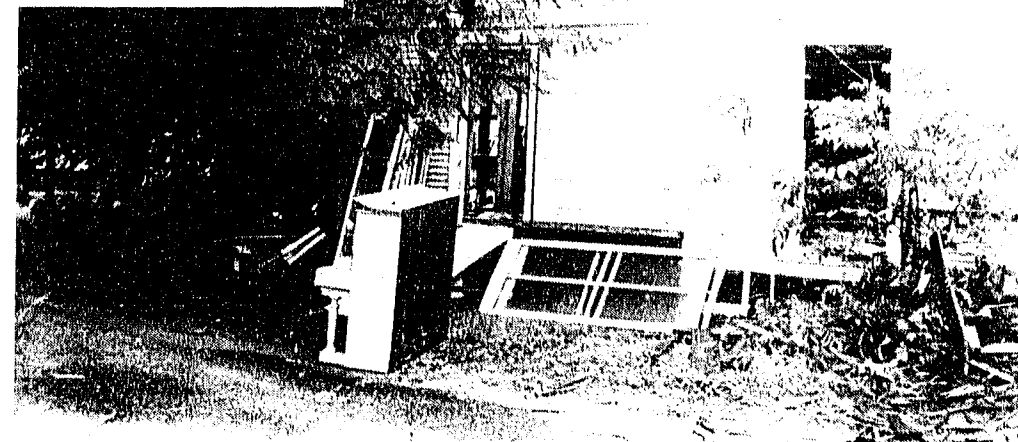
The Board of Fire Commissioners is responsible for providing, maintaining, and regulating a fire department. The Board is bipartisan, and consists of six members elected for six years on a rotating basis.

The mission of the Board of Fire Commissioners is to provide adequate fire and rescue protection for the town; to organize, staff and train an effective fire department; to plan and recommend the acquisition of apparatus, equipment, and facilities; to administer federal and state codes and regulations bearing on fire safety; and to provide appropriate assistance in emergencies and disasters.

An important accomplishment of year was the acquisition of a full-time fire marshal, Michael

Sinsigalli. The continuing growth of the town, both residential and industrial, the increase in the number of required inspections and plan reviews, and the new state fire code made it virtually impossible to administer the function on a part-time basis. Howard H. Horton, Jr., the former marshal, was officially recognized by the Town Council for his 40 years of firefighting services, and 20 years as fire marshal. He will continue as deputy fire marshal.

A program of providing so-called "dry hydrants" (which are a permanently-installed piping to a pond or lake permitting a quick hook-up to draw water for firefighting without having to lay out heavy suction hose or drive the truck close to the edge of the body of water) has already resulted in the installation of such a dry hydrant at Diamond Lake; others are in progress at suitable locations not served by MDC water. (continued)



With voter approval of Company No. 2 firehouse expansion in South Glastonbury, the face of the old firehouse built in 1948 (left) will change considerably. The addition of a wing to house equipment necessitated purchase of the adjacent land and removal of the Community Club building (below).

Mutual aid arrangements with surrounding towns are an important resource in fighting fires; assistance in the form of additional men, apparatus, or water (tankers) often means the difference between a severe loss and a minor incident. An extensive program of joint drills with our surrounding communities has served to familiarize the various departments with each other's equipment and personnel. We have already given and received mutual aid; the program is continuing.

Revised plans and publicity for the referendum on the enlarging of the Company No. 2 firehouse in South Glastonbury were carried on during the year. (At the time of this report, the referendum was approved by the voters, and work has begun on this important project.)

**The Police Department** this year showed a 16% decrease in Part I Index Crimes (serious crimes), a 9% decrease in Part II Index Crimes (less serious crimes), and a 6% decrease in Police Service calls. This can be attributed to pro-active police work through statistical analyses of the prior years' activity and the placement of police officers in high crime incident areas. Traffic activity increased 5% through the utilization of a computerized accident information system which identified selected enforcement needs.

Following is a summary of the fire calls during the year:

Car Fires	46
Still Alarms	146
Chimney Fires	31
Grass & Brush Fires	82
School Alarms	3
Auto Accidents	31
Building Fires	34
Electrical Fires	28
Smoke Alarms	30
False Alarms	14
Mutual Aid	3
Explosives	2
Medical/Rescue	8
Miscellaneous	61
Bomb Calls	2
Boat Fires	1
Total Fires	522

**Expanded Police Facilities**

Through the combined efforts of police and town personnel, who donated hundreds of hours to make the public aware of the critical space shortage at the Police Department, the expansion of the police department/town hall facilities was approved by the voters by an overwhelming 7 to 1 margin.

**Radio Communications Capital Improvement Project**

The communications project requested since

1978 was approved. The radio communications project will upgrade and improve the town's central dispatching system. Many systems and sub-systems will be incorporated into modern dispatching consoles. Obsolete equipment will be replaced. Topographic and radio frequency interference will be largely eliminated. The communications project will be completed by the Spring of 1983.

**Tag Sale Burglar Put Out of Business**

Donald Fass, who was apprehended in Glastonbury for burglary and selling the stolen goods out of a store in Meriden, was put out of business. Prosecuted by the state's Career Criminal Unit, Fass received a 13 to 26 year jail sentence.

**Complaints Against Police Officers**

During the past year the Department received complaints from six individuals against police officers. One complaint was fully substantiated, 2 complaints were partially substantiated and in the 3 remaining cases, complaints against officers were exonerated or the basis for the complaint was unfounded.

The Department received 98 letters of commendation. The commendations ranged from the saving of lives, compassionate assistance during times of personal crisis, and providing assistance well beyond the call of duty.

**Safety Village**

The Safety Village Program finished the first year of operation with approximately 300 youngsters

completing the course. Through a generous contribution from the Glastonbury Rotary Club and the efforts of the high school wood shop students in constructing the Village buildings, a dream of the Traffic Unit of the Police Department became a reality.

The children were introduced to basic safety principles and practices relating to pedestrian and motor vehicle safety. The program is designed for pre-kindergarten children and places the child in "role-playing" situations under the supervision of a teacher and a police officer. Safety Village was visited by students from numerous nursery schools this past year and we expect the program will have a significant impact on the youngsters' safety awareness.

**Foot Patrol**

The Cushman motorscooter purchased during the fiscal year 1980-81 has been an asset to the town center foot patrol. Due to the increased mobility and high visibility of the foot patrol officer, a reduction has been realized in both crime against person and property. Special attention is given to high density areas such as Knox Lane, Center Village, the library and central business district.

**Blue and White Cruisers**

Several of the Police cruisers were painted blue and white on an experimental basis. The Department received many unsolicited compliments on the color change and the improved visibility of

(continued)





The police department places a great deal of importance on its education and training courses for youngsters. With safety the prime goal, the direct contact also helps to develop a good and lasting relationship between young people and law enforcement personnel.

the marked units. Based on the favorable public reaction, the Department will continue this program.

**Down-Sizing of Police Cruisers**

The Police Department will continue to replace large-engine, full-size police cruisers with small-engine, compact vehicles. With the annual vehicle replacement, 79% of the Police Department's vehicles will consist of small-engine, compact vehicles.

**Continuing Programs**

To maintain the in-service training program.

To achieve full implementation of the in-house computer system (Automated Management Information System) AMIS.

To continue to assist the Town in its energy conservation programs.

To increase and update the number of safety education programs already in existence.

To continue the enforcement program designed to reduce the availability of drugs/alcohol to the youth of Glastonbury.

Crime Statistics:	1979-80	1980-81	1981-82	Change
Serious Crimes: burglary, rape, assault, arson, murder	890	1136	952	-16%
Other Crimes: trespassing, disorderly conduct	4,986	5,667	5,135	-9%
Traffic Activity	6,033	6,112	6,406	+5%
Police Service Calls: fires, dog complaints, medical assists, escorts	7,301	7,896	7,440	-6%
Totals	19,210	20,811	19,933	-4%

**The Office of Civil Preparedness** is responsible for coordinating all governmental and private sector activities in times of man-made or natural disasters. In order to accomplish this program effectively, this office is concerned with daily planning for necessary forces to respond to disasters, and with keeping town emergency agencies updated through an effective, coordinated training program.

This year Civil Preparedness has been heavily involved in updating the town's entire communications dispatching system. When this project is completed, Glastonbury will have the best total communications system to be found for a town

**Roaring Brook lived up to its name as it rose several feet during torrential rain in June.**



Page 32

of its size in the entire United States.

On June 5 and 6, 1982, Glastonbury was hit by an extremely heavy rainfall, totalling about nine inches of rain in a 24-hour period. Through its mobile communications van, Civil Preparedness coordinated police, fire and Public Works personnel who worked through the night and into the next day to deal with the effects of the flooding Roaring Brook.

Because of the efforts of the crew, at least one business on the brook was saved, and several others were protected from serious damage.

## **Finance**

**The Board of Finance** plays a very special role in the government of our town. Glastonbury is only one of three Connecticut towns which have both a Council and Board of Finance, providing checks and balances in the town's fiscal management.

The success of this system is reflected in Glastonbury's excellent credit rating and healthy budget surpluses.

The Town Charter defines the two major functions of the Board of Finance. In its **advisory** role, the Board makes recommendations to the Town Council concerning the annual budgets submitted by the Town Manager and Board of Education.

The Charter also gives the Board **direct authority** to set the annual mill rate based on the final budget total approved by the Council. The Board must also give its okay before any non-budgeted appropriation over \$1,000 can be approved. It rules on transfers to or from the Reserve Fund for capital and nonrecurring expenditures up to \$25,000 from surplus funds. It also determines how bond issues will be financed.

During 1981-82, the Town began its long awaited conversion to a modern computer system which is operated on a shared basis with all departments including the Board of Education.

The second year of the Capital Improvements Program was monitored by the Board, which made the CIP a priority goal for town implementation. Capital improvements are major projects such as drainage, sidewalks, or a new fire truck financed through the town's reserve fund, saving Glastonbury's taxpayers the high interest costs inherent in long-term bonding.

The insurance program of workers' compensation with CIRMA, a risk pool for municipal employees only, proved even more cost effective than anticipated, resulting in a saving to town taxpayers of approximately \$180,000 for fiscal year 1981-82.

During the year, Board member Samuel Delch completed 18 years of dedicated service on the Board of Finance. Former councilman James McIntosh was elected to replace him.

A bipartisan six-member body, the Board of Finance works in close cooperation with the Town Council and Board of Education to insure that local tax dollars are spent wisely and efficiently. The result was a healthy surplus of \$645,199 in fiscal year 1981-82.

**Administrative Services** includes many areas: accounting, budget preparation, implementation and administration; revenue collection; assessment; land records; purchasing; data processing; insurance administration; debt service; pension plan; and coordination with Probate Court, Town Attorney and Registrars of Voters.

In fiscal year 1981-1982, a complete revision was made of the budget process. A uniform account classification is now utilized by all town departments. The word processing capabilities of our computer system were utilized for most budget reports.

Installation of our computer system commenced in November of 1981. The town's payroll and police system were operating in January of 1982, followed by sewer assessment billing/receipting in April and May. Other applications will be installed in the near future.

In December 1981, the town administration and Board of Education received the appraisal of building and equipment. The values established are being utilized for revised insurance coverages and for financial reporting as required by Connecticut Public Act 77-611.

The town administration and Board of Education received a report from an independent consultant on our pension plan. Several alternatives have been considered and recommendations will be presented on pension administration and investing.

The insurance program now includes many risk management functions of minimization of loss exposure through safety committees and staff training. Procedures have been instituted to lower loss frequency.

**The Tax Collector's** office is charged with the collection of all real estate, motor vehicle and personal property taxes. It is also responsible for the collection of all sewer assessments and sewer use charges. Income from tax collections and fines constitute approximately 80 per cent of all income received by the Town.

For fiscal year 1981-82, collection totaled \$16,156,655.67. Of this amount, \$128,837.77 represented revenue from interest and lien fees.

In addition, the Tax office collected \$867,341.16 in sewer assessments, sewer connection charges, sewer use charges, and interest and lien fees.

This year, the new data processing system was first utilized for the billing and collecting of sewer assessments.

**The Board of Tax Review** has five members, each elected to a four year term.

The primary purpose of the Board is to consider the cases of taxpayers who are appealing property valuations set by the Assessor.

(continued)

In accordance with state law, the Board meets at least three times during February and once in September. The September meeting is limited to motor vehicle appeals.

**The Property Assessment Department** is responsible for three major functions:

**administration** of a property tax system in compliance with State Statutes; granting exemptions for elderly, farmers, veterans and special groups;

The Grand List for October 1, 1981, as adjusted by the Board of Tax Review, totaled \$331,199,163. This net figure represents a reduction of \$158,520 from the Grand List total filed by the Assessor.

**maintenance** of a records library and information center, since all real, personal and motor vehicle inventories including names, addresses, legal data and values are listed in this office;

**appraisal** and re-appraisal of all real estate, business, personal property and motor vehicles.

The October 1, 1981 net Grand List is \$331.3 million an increase of 12.9 million from 1980.

Grand List Summary				
	1980	1981	Change	%
Real Estate	\$269,303,035	\$276,575,945	+7,272,910	+2.7%
Motor Vehicles	33,117,065	37,988,928	+4,871,863	+14.7%
Personal Property	16,044,400	16,792,810	+748,410	+4.7%
Totals	\$318,464,500	\$331,357,683	+12,893,183	+4.0%

A breakdown of the real property portion of the list shows an increase of 3.0% in the residential section, while commercial/industrial property assessments grew by 3.9%. This growth was partially offset by the decline in the public utility

section due to the removal of Manchester Water Department land from the Grand List. (\$1,045,000 or .3%) This property became tax-exempt.

The motor vehicle portion of the list grew

substantially due to the inflationary impact on the prices of new and used cars and trucks. Additionally, there was an increase of 156 vehicles this year bringing the total to 19,745.

The personal property list showed a respectable growth despite the loss of approximately \$250,000 in assessments due to the elimination of the property tax on boats. This will not be a revenue loss, however, since the state will provide a grant-in-lieu of taxes. Another \$750,000 was also removed from personal property because of the write off of wholesale/retail inventories as required by state statutes. Partial reim-

bursement is made for this loss.

During the coming year the entire taxable property data file will be converted to the town's new computer system. Starting in October 1982 this computer will be utilized to compile the annual Grand List as well as various other related reports.

Work has begun on setting up procedure for the decennial town-wide property revaluation, with completion set for the October 1, 1984 Grand List.

### **Education...Report from the Superintendent of Schools**

The 1981-1982 school year was one of continued improvement in educational opportunities for students in the Glastonbury Public Schools. New programs added to the curriculum were (1) a program for gifted elementary students in grades three and four, (2) the reinstatement of Spanish instruction in grades three and four, and (3) an alternative program for students in grades eleven and twelve.

During the year, the table of organization was fully implemented with the appointment of Mr. Laurence B. Tiven as Assistant Superintendent for Instruction and Ms. Sharon E. Smith as Business Manager.

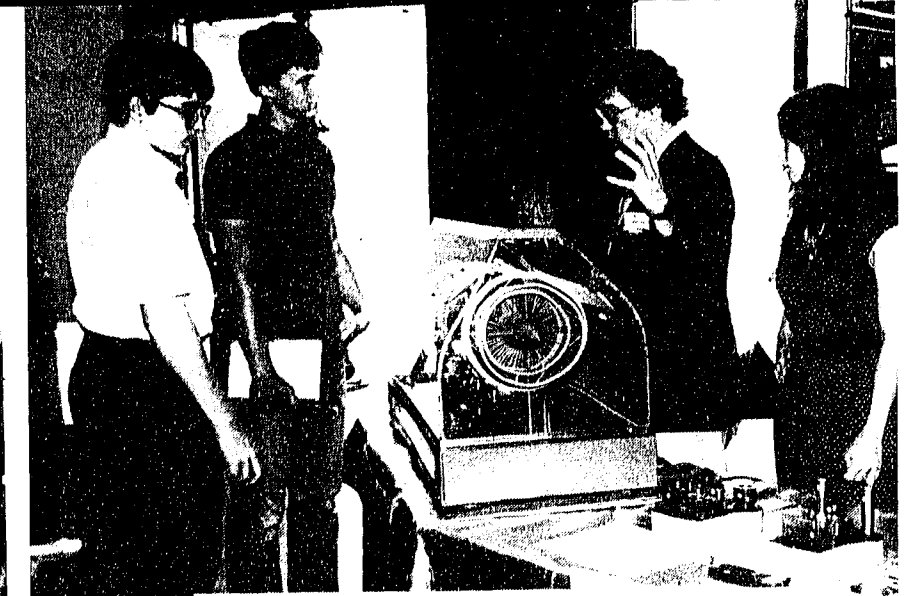
Page 36

Mr. Kenneth Roy was appointed as Director of Science, replacing Mrs. Kateri Tower.

At Academy School, modifications were made to the locker room to provide new spaces for art and music instruction, allowing the town to use all of "A" building for municipal offices.

A task force reviewing library services met during the year to develop recommendations for consideration by the Board of Education.

Following a two year review, a completely revised Board of Education Policy Manual was adopted in October, 1981. (continued)



**A variety of future choices are offered high school students through alternative educational (above) and the Vo-Ag (right) programs. Annual 'career' days (top right) bring area business representatives to the high school to demonstrate the opportunities in various fields and to answer questions about the scope of various careers.**

Page 37



Emphasis on the three 'Rs' does not exclude learning about—and having fun with—other aspects of education. Discovering Oriental customs through a celebration of the Chinese New Year and getting first hand knowledge of the properties of yeast add to the pleasures of absorbing knowledge.

Page 38

During the 1982-1983 school year, the school system will be involved with the following:

- (1) A study of the grading system at Glastonbury High School.
- (2) Using the new computer equipment purchased by the Town for payroll and accounts payable.
- (3) Consideration of the recommendations made by the Library Task Force.
- (4) Making a five year study of student enrollment projections.
- (5) Giving consideration to redistricting of the schools as a result of the enrollment projections.

As has been stated in the past, the fine staff of the Glastonbury Public Schools continues to provide dedicated services to the young people of Glastonbury, giving the citizens of Glastonbury an excellent school system.

Henry Schoebel

#### Report from the Board of Education Chairman

The 1981-1982 school year marked the beginning of the administration of our new Superintendent, Henry R. Schoebel, and the opening of the renovated Board of Education building. These two events signaled a new determination to improve the already fine school system which Glastonbury enjoys. We are proud that our 9th graders score in the 97th and 98th percentiles in the State Proficiency Tests in mathematics and

language arts. Glastonbury students also continue to achieve among the highest SAT scores in Connecticut, and more than 75% go on to higher education.

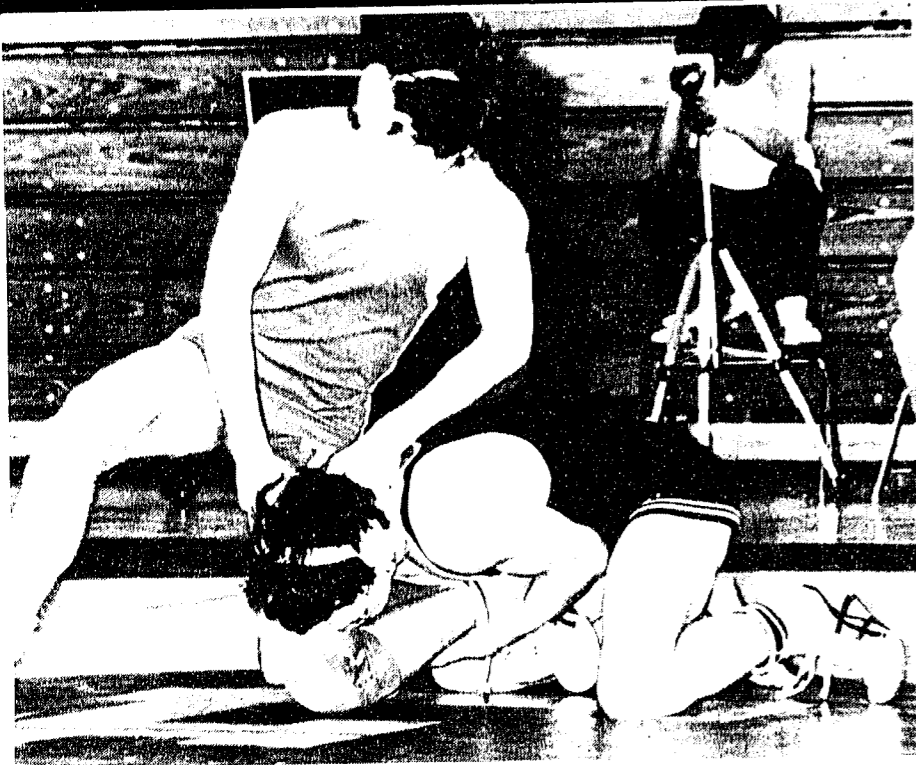
Board members increased their efforts to work closely and cooperatively with the Town Council and Board of Finance, while the Board's new Business Manager and the Town Treasurer have initiated an efficient joint use of the new town computer. These are some of the many steps which we have taken to insure that our budget is a tight one which does not burden taxpayers but allows for necessary academic improvements.

The Board continues its policy of giving direction to administrators regarding new and expanding programs, with thorough discussion of priorities before budget time. In addition, we adopted the recommendations of the Gideon Welles Task Force and initiated a study of the academic climate at the High School. The Board also encouraged the expansion and improvement of teacher in-service training.

Conserving energy to save tax dollars is another of our major goals in which the school system has made dramatic progress. The Board and the Town commissioned a thorough energy audit of all buildings. Among our capital improvements to reduce fuel use were new roofs, convertible burners, destratification fans, an insulated pool cover and an automatic temperature control at the High School.

Robert P. Knickerbocker, Jr.

Page 39



A well-rounded curriculum includes a variety of individual and team sports programs, particularly at the high school level.



## Town Officials

### ELECTED OFFICIALS

#### Town Council

Henry Kinne\*  
 Sonya Googins  
 Marcia Erley\*\*  
 William Ferris  
 Lois Muraro  
 Walter Cusson  
 Allen Pfeiffer  
 Richmond Perley  
 George Adamson

(Retired 11/81)  
 Constantine Constantine  
 Janet Maher  
 James McIntosh

#### Board of Education

Robert Knickerbocker Jr.\*  
 Judy Harper\*\*  
 Thomas P. Gullotta  
 Betsy Dingley  
 Sally Wisniewski  
 Michael P. Meotti  
 Helen Stern  
 Beth Ellason

(Retired 11/81)  
 Anne Alvord  
 Diane Twachtman  
 Douglas Webster

#### Board of Finance

William B. Glotzer\*  
 Diane L. Northrop\*\*  
 Robert D. Bowden

Walter F. Hemlock  
 Edward F. McCabe  
 James R. McIntosh

(Retired 11/81)  
 Samuel Deich

#### Fire Commission

Dr. Ernest E. Novey Jr.\*  
 Thomas Perry  
 Thomas J. Love  
 William Constantine  
 Edward P. Urbansky Jr.  
 Earl Goodale

#### Board of Tax Review

Leo J. Bonetti  
 Robert A. Phelon  
 George J. Sanford Jr.  
 Ernest Lacey

#### Zoning Board of Appeals

Douglas T. Scott\*  
 Arthur W. Bostick  
 Walter Erley  
 Robert Gamer  
 Charles Monaco

Alternates:  
 Donald R. Gondek  
 Richard Brown  
 Sandra O'Leary

#### Registrars

Joan Kemble  
 Carolyn S. Larsen

#### Constables

Charles J. Fisher  
 Charles Ames

#### Probate Judge

Donald F. Aughter

#### State Representative

Antonina Parker

#### State Senator

Carl Zinsser

#### U.S. Representative

William R. Cotter  
 Barbara Kennelly (1/82)

### APPOINTED OFFICIALS

#### Building Board of Appeals/ Codes Review Committee

Calvin J. Carini  
 Otis F. Hall  
 Edmund Van Dyke Cox  
 Phillip P. Shaughnessy  
 Maurice Bourbeau

#### Community Beautification Committee

Olga Corban\*  
 Robert G. Shipman  
 Mary Gavin  
 Mario DeBarl, Jr.  
 Della Winans  
 Diane Harrington  
 Mary Anne Anagnos

#### Commission on Aging

Eleanor Bostick\*  
 Paul Love  
 Fran Peragallo  
 Patricia Clark  
 Margaret Meotti  
 Winona Morse  
 Alfred W. Lincoln

#### Commission Review Committee

Charles F. Ames\*  
 Barbara Pond  
 Constantine Constantine  
 Janet Pfeiffer  
 Jean Hager

**Community Consortium on Positive Behavior**

Judy Harper\*  
JoAnn Hoff  
Peter O. Erlandsen  
Robert D. Haller  
Philip Reller  
Joyce Allen  
Lee Molina

**Conservation Commission**

Richard J. Milm\*  
Cynthia Fitton  
Carol Burritt  
Maria Robotham  
Peter M. Stern  
Alan R. Spier  
Robert A. Breen

**Economic Development Commission**

David H. Lips\*  
Bradley E. Northrop  
Harold B. Kent, Jr.  
W. Michael Low  
John F. Ryan  
Carol M. Ruff  
Roger A. Everts

**Fence Viewing Committee**

Howard R. Kirck  
Richard Fochl  
Page 42

**Fine Arts Commission**

Evelyn Prell  
Raymond Hoffenberg  
Rev. Chester Wetzell  
Joan W. Dufford  
Georgia Roberts  
Bebe Dudley  
Corinne Preston  
Nancy Munson  
Robert P. Mercier\*  
Doris S. O'Rourke  
April P. Boone  
Lois J. Noonan  
Laurene Cordillo  
Elizabeth M. Hamilton  
Phyllis L. Tildes

**Glastonbury Energy Committee**

Travis L. Horton\*  
William L. McGaw, Jr.  
David C. Smith  
Bruce A. MacLachlan  
Joseph V. Krason  
Paul Benson  
Helen Behrens

**Heritage Committee**

Jean Greene  
Joyce Strelcher  
Virginia Knox  
Doris Armstead  
Marti Curtiss  
Marion H. Richardson  
Madeline P. Schultz\*  
Kay T. Moffat  
Patricia P. Atherlay

**Historic District Study Committee**

Mary Swift  
Charles E. Rignall  
Ronald A. Forkel  
Charles L. Miller  
Robert B. Titus

**Alternates:**

Carlene Harris  
Jean Greene  
Robert Merritt

**Housing Code of Appeals**

Nelson C.L. Brown  
Richard C. Brown  
Clifford N. Mahoney  
Beverly A. Pitts

**Human Relations Commission**

Peter Preisner\*  
Martin Winer  
Sue Tanner  
Fran Pappas  
Sandra A. Lent  
Margaret B. Boone  
Rafael Papa  
George Allen  
Dorothy S. Peltzer

**Incorporators of the Free Academy**

Edward Bantley  
Robert L. Henderson  
Robert P. Mercier

**Insurance Advisory Committee**

Ronald E. Strine  
George A. Clyde  
Robert F. Weingartner  
David B. Canaparl  
Richard A. Fochl  
Raymond C. Dampf  
Charles Smith

**Jury Committee**

Alice L. Sweetland\*  
A. Estelle Flanagan  
Pauline Millich

**Parking Authority**

Ruth Dufford  
Raymond C. Brezzo  
William P. O'Connell, Jr.  
Zygmund J. Onackl  
James W. Webb

**Personnel Appeals Board**

Arthur R. Colby, Jr.\*  
John P. Higgins  
John Kruse  
William J. Faber  
James A. Corcoran

**Public Buildings Commission**

Herbert W. Behrens\*  
Roman Sywak  
Kurt Cavanaugh  
Albert McGrall  
Raymond J. Wisniewski

**Public Housing Authority**

Inez Hemlock\*  
Zelda Lessne  
James F. Noonan  
Robert R. Googins  
Marlaine Porter

**Recreation Commission**

W. Gilbert Wolf\*  
David L. Motycka  
Steven Hinchey  
John R. Gustafson  
Esther R. Dorench  
Lynne K. Hazard

**Redevelopment Agency**

Priscilla Burkhardt  
Barbara Pond  
Dr. Edward Stewart  
Kenneth P. Smith  
Charles W. Brown  
Mary E. Kimball  
Richard A. Katz

**Safety Committee**

Albert V. Phillips  
Lewis A. Parker  
Marilyn Jowdy  
Steven Jacoby  
Sean O'Rourke  
Joan K. Corcoran  
Frank Cavanaugh\*

**Sewer Commission**

Philp J. Berggren\*  
Robert L. Mulcahey  
Ronald A. Forkel  
Franklin W. Elchacker  
H. Edwin Overcast  
John J. Vullo  
George H. Smith

**Sidewalk Evaluation & Program Committee**

Bradley Easterson  
William S. Clulow  
Michael J. Vail  
Aida U. Montagna  
Laura Manager  
Amy Grant  
John F. Barrett

**Town Plan & Zoning Commission**

Walter R. Casella\*  
Robert W. Jenkins  
Judith Stearns  
William J. Olsson  
Charles C. Greenwald  
Timothy J. Moriarty

**Alternates:**

Jane Nystrom  
B.W. Erk  
John F. Boothroyd

**Welfare Advisory Committee**

Nancy Popowics  
Edward P. Tucker  
Joyce Strelcher

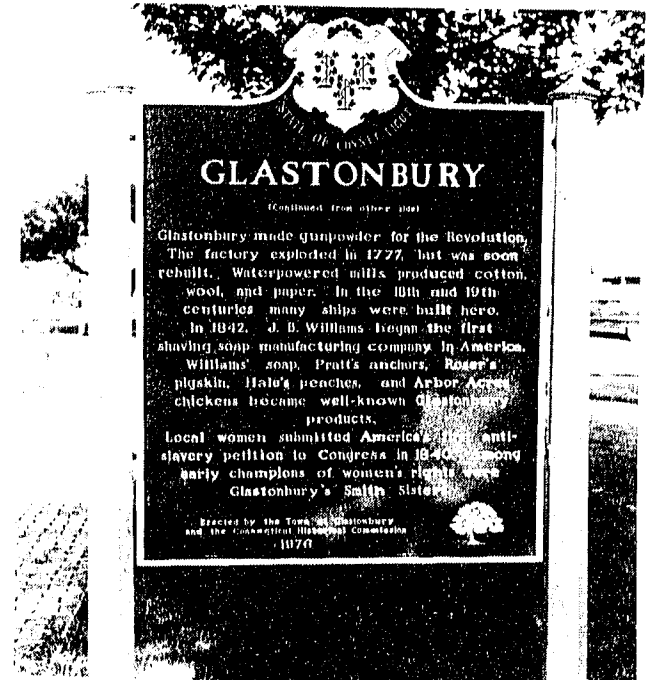
Eileen Lader  
Olga DeSpautz

**Welles Turner Library Board**

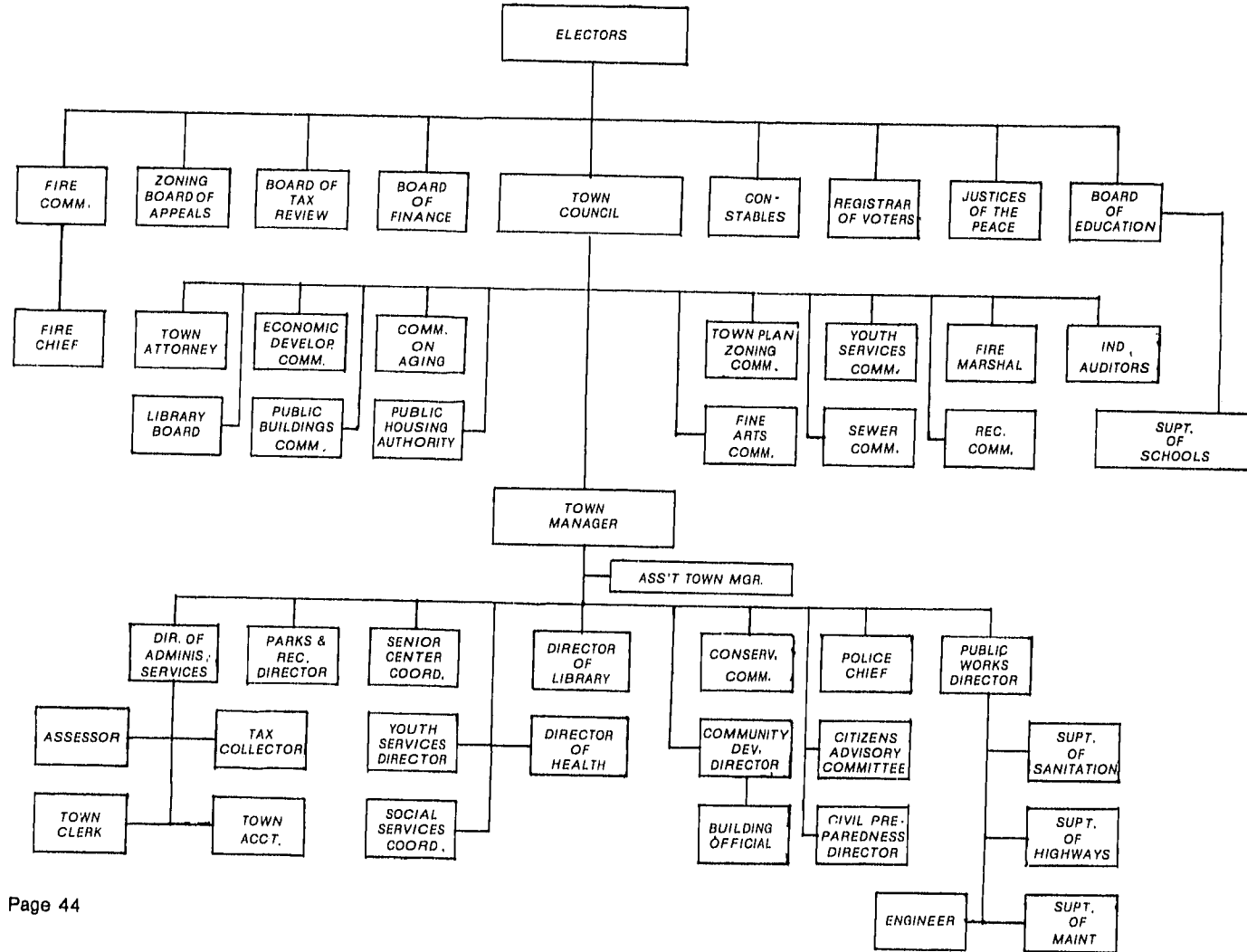
Raymond Wille  
Charles E. Rignall  
Nancy Kent\*  
Sandra MacGregor  
Robert Merritt  
Martha A. Poole

**Youth & Family Services Commission**

Richard S. LaCroix  
Julianna Steffens  
Susan Motycka  
James R. McGehan  
David C. Smith\*  
Mary E. Kimball  
Estelle Beckerman  
Raymond J. Dolan, Jr.



How the town is organized . . .



TOWN OF GLASTONBURY GENERAL FUND  
BUDGET AND ACTUAL  
FOR THE YEAR ENDED JUNE 30, 1982

	Amended Budget	Actual	Excess of Budget Over (Under Actual)
<b>Revenues</b>			
<b>Taxes:</b>			
Current Levy	\$15,871,533	\$16,035,923	\$ 164,390
Penalties, Interest, Fees	75,000	128,838	53,838
<b>Totals</b>	<b>15,946,533</b>	<b>16,164,761</b>	<b>218,228</b>
<b>Licenses and Permits:</b>			
Building Inspector	100,000	118,337	18,337
Town Clerk	7,000	7,136	136
Public Works	5,000	2,801	( 2,399)
Health	3,000	2,592	( 408)
<b>Totals</b>	<b>115,000</b>	<b>130,666</b>	<b>( 15,666)</b>
<b>Intergovernmental Revenue:</b>			
<b>In Lieu of Taxes:</b>			
Housing Authority	17,500	11,500	( 6,000)
Elderly Housing	4,400	2,488	( 1,912)
State of Connecticut Inventory:	13,280	12,768	( 512)
Manufacturing	54,438	54,438	..
Merchant	40,711	40,711	..
Elderly Exemptions	93,982	93,983	1
Disability Exemptions	1,900	1,867	( 33)
Circuit Breaker	40,000	32,417	( 7,583)
<b>State Health Grant</b>	<b>5,000</b>	<b>4,855</b>	<b>( 145)</b>
<b>State Library Grant</b>	<b>3,500</b>	<b>3,165</b>	<b>( 335)</b>



<b>Education:</b>			
Special Education (PA 792)	648,500	552,405	( 96,095)
Adult Education	300	2,565	2,265
Equalization Aid Grant	1,937,284	1,951,125	( 13,841)
Transportation	169,363	175,153	( 5,790)
Vocational Education	120,300	57,436	( 62,864)
Hartford-Project Concern	38,400	--	( 38,400)
<b>School Construction:</b>			
Buttonball Addition	6,688	6,688	--
Academy Junior High	23,053	23,053	1
Hopewell	22,435	22,436	1
Eastbury Addition	16,157	16,158	1
Gideon Welles Junior High	67,553	67,553	--
Naubuc and High	24,517	22,474	( 2,043)
<b>Public Safety:</b>			
Civil Preparedness	750	600	( 150)
State Fire Service	1,500	1,700	200
<b>Human Resources:</b>			
Title XX Social Services Grant	5,809	2,360	( 3,449)
State General Assistance	25,000	54,828	29,828
State 100% General Assistance	6,500	4,231	( 2,269)
Dial-A-Ride Grant	11,600	14,014	2,414
YFSB State Grant	12,500	13,459	959
YFSB Foundation Grants	2,500	1,359	( 1,141)
Totals	<u>3,415,420</u>	<u>3,247,789</u>	<u>( 167,631)</u>
<b>Charges for Services:</b>			
Planning and Zoning	12,000	16,489	4,489
Town Clerk:			
Recording Fees	45,000	43,287	( 1,713)
Conveyance Tax	70,000	63,187	( 6,813)
<b>Education:</b>			
Community Services	8,500	9,869	( 1,369)
<b>Public Works:</b>			
Refuse Dumping Fees	5,000	1,964	( 3,036)
Sewer Inspection Fees	8,000	3,222	( 4,778)

<b>Parks and Recreation:</b>			
Swimming Fees	9,000	6,198	( 2,802)
Program Fees	90,000	80,348	( 9,654)
<b>Public Safety:</b>			
Court Fines	500	2,877	( 2,377)
Special Detail	35,000	45,002	10,002
<b>Health Soil Tests</b>			
	500	2,890	2,390
<b>Human Resources:</b>			
Nutrition Program	3,780	1,958	( 1,822)
Social Services Refunds	2,000	2,531	531
Board of Education Contract	5,000	8,144	3,144
<b>Library Fines</b>			
	11,000	11,328	328
Totals	<u>305,280</u>	<u>299,292</u>	<u>( 5,988)</u>
<b>Other Revenues:</b>			
<b>Administrative Services:</b>			
Interest Earned on Investments	500,000	814,975	314,975
Land Sales and Rentals	500	1,590	( 1,090)
Miscellaneous	15,000	17,570	( 2,570)
<b>Education:</b>			
Student Activities	4,000	--	( 4,000)
Miscellaneous	3,500	10,717	7,217
Tuition-Other Towns	6,600	124,266	117,666
<b>Public Works:</b>			
Refunds and Sales	4,000	3,159	( 841)
Refuse Recycling Sales	20,000	25,701	( 5,701)
<b>Public Safety-Police</b>			
	8,000	10,380	2,380
<b>Human Resources:</b>			
Fine Arts	5,380	3,273	( 2,107)
YFSB Programs	4,000	4,088	88

<b>Library:</b>			
Trustee Account	17,000	24,065	7,065
	100	2,726	2,626
<b>Totals</b>	<b>588,080</b>	<b>1,042,510</b>	<b>454,430</b>
<b>Total Revenues</b>	<b>20,370,313</b>	<b>20,885,018</b>	<b>514,705</b>
<b>Expenditures</b>			
<b>General Government:</b>			
Town Council	30,675	29,217	1,458
Board of Finance	3,000	2,684	316
Town Manager	142,675	142,441	234
<b>Totals</b>	<b>176,350</b>	<b>174,342</b>	<b>2,008</b>
<b>Community Development:</b>			
Community Development	90,100	87,218	2,882
Building Inspection	116,007	113,906	2,101
Town Planning and Zoning	6,085	5,692	493
Conservation Commission	4,595	2,817	1,778
Economic Development	3,060	1,567	1,493
Commissions/Committees	1,750	1,463	287
<b>Totals</b>	<b>221,597</b>	<b>212,563</b>	<b>9,034</b>
<b>Public Safety:</b>			
Police	1,383,270	1,364,207	19,063
Fire	251,891	228,264	23,627
Civil Preparedness	9,241	8,619	622
<b>Totals</b>	<b>1,644,402</b>	<b>1,601,090</b>	<b>43,312</b>
<b>Administrative Services:</b>			
Administration/Finance	123,748	122,166	1,582
Accounting	51,465	50,507	958
Tax Collector	84,725	82,677	2,048
Assessor	79,081	78,107	974

Town Clerk	67,305	64,161	3,144
Probate Court	1,950	1,206	744
Town Attorney	123,116	123,115	1
Registrars	37,791	36,940	851
Insurance and Bonds	645,808	645,808	..
Pension Plan	766,469	766,469	..
<b>Totals</b>	<b>1,981,458</b>	<b>1,971,156</b>	<b>10,302</b>
<b>Health</b>	<b>116,736</b>	<b>116,490</b>	<b>246</b>
<b>Human Resources:</b>			
Social Services	96,811	94,997	1,814
Youth and Family Services	160,272	146,144	14,128
Senior Services	75,323	68,025	7,298
Commission on Aging	5,000	3,940	1,060
Fine Arts Commission	252	170	82
<b>Totals</b>	<b>337,658</b>	<b>313,276</b>	<b>24,382</b>
<b>Parks and Recreation</b>	<b>565,654</b>	<b>530,714</b>	<b>34,940</b>
<b>Libraries:</b>			
Welles-Turner	303,306	302,350	956
South Glastonbury	2,250	2,250	..
East Glastonbury	3,500	3,500	..
<b>Totals</b>	<b>309,056</b>	<b>308,100</b>	<b>956</b>
<b>Public Works:</b>			
Engineering	333,762	326,247	7,515
Streets and Drains	1,162,190	1,130,756	31,434
Vehicle Maintenance	267,058	252,829	14,229
Public Buildings	206,696	204,706	1,990
Water Pollution Control	474,124	447,060	27,064
Refuse Disposal	137,423	117,198	20,225
Sewer Commission	10,150	9,431	719
<b>Totals</b>	<b>2,591,403</b>	<b>2,488,227</b>	<b>103,176</b>
<b>Bonds and Interest:</b>			
General Town	46,500	46,500	..

Education	409,213	408,643	570
Sewer	643,390	643,390	--
BAN Interest	58,380	58,380	--
Totals	<u>1,157,483</u>	<u>1,156,913</u>	<u>570</u>
Contingency	13,863	9,800	4,063
Total General Town	<u>9,115,660</u>	<u>8,882,671</u>	<u>232,989</u>
<b>Board of Education:</b>			
Instruction	7,022,447	6,979,684	42,763
Support Services:			
Instruction	1,996,336	1,944,415	51,921
Operations	2,174,115	2,120,955	53,160
Community Services	217,493	197,162	20,331
Fringe Benefits	1,109,372	1,107,659	1,713
Total Board of Education	<u>12,519,763</u>	<u>12,349,875</u>	<u>169,888</u>
Total Expenditures	<u>21,635,423</u>	<u>21,232,546</u>	<u>402,887</u>
Deficiency of Revenues Over Expenditures	<u>( 1,265,110)</u>	<u>( 347,528)</u>	<u>917,582</u>
<b>Other Financing Sources (Uses):</b>			
<b>Operating Transfers-In:</b>			
Federal Revenue Sharing	490,000	433,429	( 56,571)
Sewer Operating Fund	462,600	462,600	--
Sewer Sinking Fund	210,000	210,000	--
Town Deposit Fund	450	473	23
Totals	<u>1,163,050</u>	<u>1,106,502</u>	<u>( 56,548)</u>

<b>Operating Transfers-Out:</b>			
Reserve Fund for Capital and Nonrecurring Expenditures Dog Fund	1,100,000 8,500	1,100,000 8,500	-- --
Totals	<u>1,108,500</u>	<u>1,108,500</u>	<u>--</u>
Total Other Financing Sources (Uses)	<u>54,550</u>	<u>( 1,998)</u>	<u>( 56,548)</u>
<b>Excess (Deficiency) of Revenues and Other Sources Over Expenditures and Other Uses</b>	<u>\$ (1,210,560)</u>	<u>\$ 349,526</u>	<u>\$ 861,034</u>

**TOWN OF GLASTONBURY  
COMMENTS AND RECOMMENDATIONS  
JUNE 30, 1982**

**Comment**

1. In audit reports of prior years, we have commented on the need for an annual unified capital budget. During the past year, the Town has made significant progress toward that objective. Additionally, significant progress has been made towards centralizing the accounting for construction projects in a single capital projects fund.

**Recommendation**

The Town should continue to refine the procedures used to obtain the above-mentioned objectives.

**Comment**

2. As part of our examination, the internal controls in use by the Town of Glastonbury were reviewed. Our review noted the following areas of concern. (continued)

A. Both the Board of Education and the Town keep records on State and Federally assisted programs. Frequently, however, the records do not match each other. Year-end adjustments need to be made to both sets of records to bring them into balance.

B. We observed a lack of segregation of duties concerning Certificate of Deposit transactions. The verbally placed "orders" often times do not appear on the checking account bank statement due to a rollover of the invested funds. There is no authorized signer of the checking account. The same individual who places the orders reconciles the checking account.

### Recommendations

A. To enhance the effectiveness of the internal controls over accounting for these funds, we recommend that better lines of communication be established between the Board of Education and the Town in order to facilitate accurate record keeping. Periodic reconciliations should be done between Board of Education records and Town records to be sure both are in balance.

B. The Town should segregate the reconciliation duties from the person responsible for placing the certificate of deposit orders. Written confirmation of wire transfer orders signed by a second responsible individual should be required. All rollover transactions should be posted on the bank statements or the Town should maintain detailed records of rollovers in a separate ledger.

### Comment

3. As indicated in Footnote 4, the Town of Glastonbury does not maintain a complete record of its general fixed assets. The Town has contracted for an updating of its fixed asset accounting records at June 30, 1983.

### Recommendation

Since generally accepted accounting principles require a statement of general fixed assets, it is recommended that the Town, including the Board of Education, continue the process of refining the General Fixed Assets Group of Accounts.

### Comment

4. The records of the Tax Collector were confirmed directly with delinquent taxpayers. The responses were generally in agreement with the recorded taxes due. The records are well kept and in sufficient detail to support collections and deposits.

## TOWN OF GLASTONBURY GENERAL FUND COMPARATIVE BALANCE SHEET JUNE 30, 1982 AND 1981 \*

ASSETS	1982	1981 *
Cash and Short-term Investments	\$1,942,953	\$1,712,988
Cash—Restricted for Developers' Deposits	618,005	441,663
Due from Other Funds	106,649	56,523
Property Taxes Receivable (Note 3)	663,148	548,500
Inventory	117,578	70,797
Prepaid Expenses	190	...
Miscellaneous Receivables	57,998	20,632
<b>Total Assets</b>	<b>\$3,506,521</b>	<b>\$2,851,103</b>

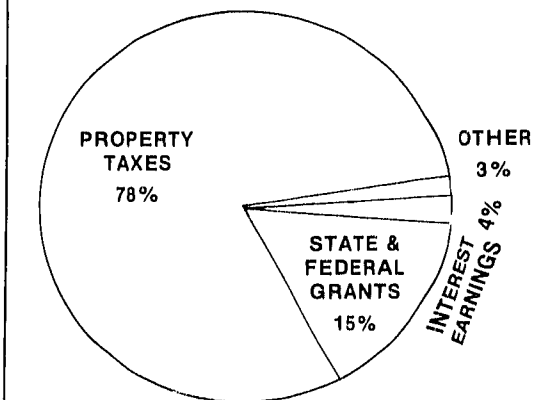
### LIABILITIES AND FUND BALANCE

<b>Liabilities:</b>		
Accounts Payable (Note 3)	\$ 670,373	\$ 388,793
Due to Other Funds	284,881	93,856
Sales Taxes Payable	387	547
Due to Developers for Escrow Deposits	641,755	440,871
Deferred Revenues (Note 3)	618,844	512,302
Property Taxes Collected in Advance	261,924	36,851
<b>Total Liabilities</b>	<b>2,478,164</b>	<b>1,473,220</b>

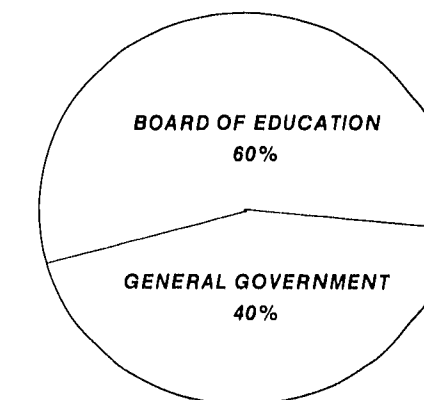
<b>Fund Balance:</b>		
Reserved for Encumbrances (Note 3)	89,852	67,609
Designated for Uncollected Taxes (Note 3)	44,305	36,224
Designated for Subsequent Years Budget	200,000	265,000
Designated for Tentative Managerial Plans and Intent	49,011	108,265
Undesignated Fund Balance (Note 3)		
(Surplus)	645,189	900,785
<b>Total Fund Balance</b>	<b>1,028,357</b>	<b>1,377,883</b>
<b>Total Liabilities and Fund Balance</b>	<b>\$3,506,521</b>	<b>\$2,851,103</b>

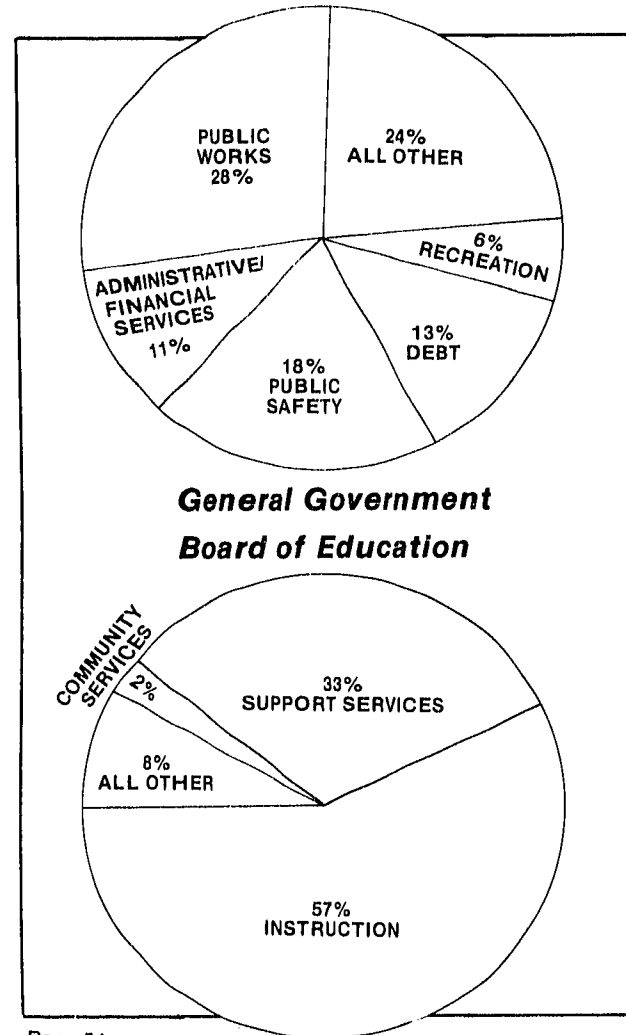
\* Restated

### The tax dollar: where it comes from



### ...and where it goes





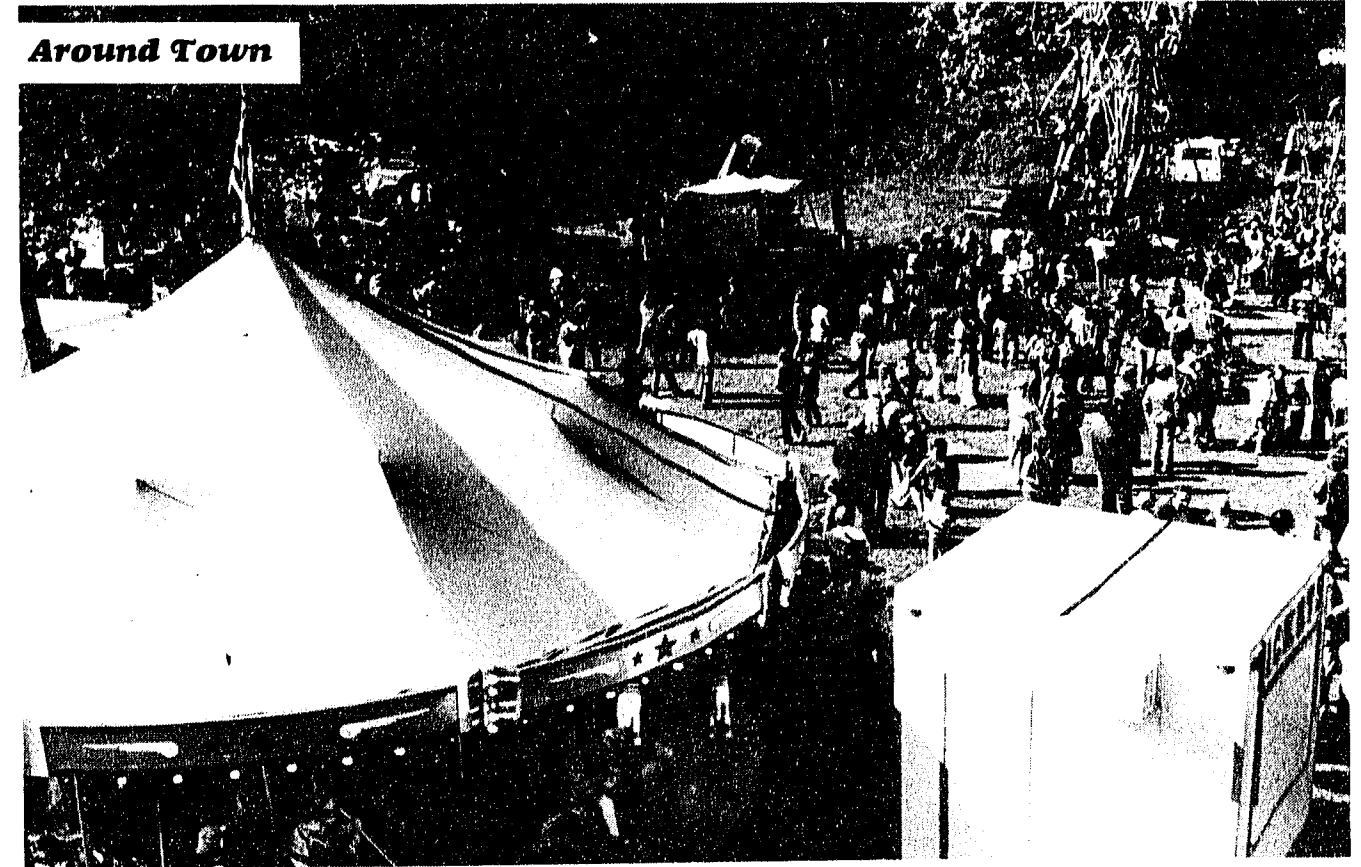
### A Look at Some Costs to You

SERVICE*	MONTHLY COST PER CITIZEN**
Police (\$1,364,207)	\$ 4.68
Fire (\$228,264)	.78
Highways (\$1,130,756)	3.88
Refuse Disposal (\$117,198)	.40
Libraries (\$308,100)	1.05
Parks & Recreation (\$530,714)	1.82
School Costs (\$12,349,877)	42.39
Capital Reserve Fund (\$200,000)	.68
Fixed Costs (Insurance Pension Plans—Town Only) (\$1,412,277)	4.84

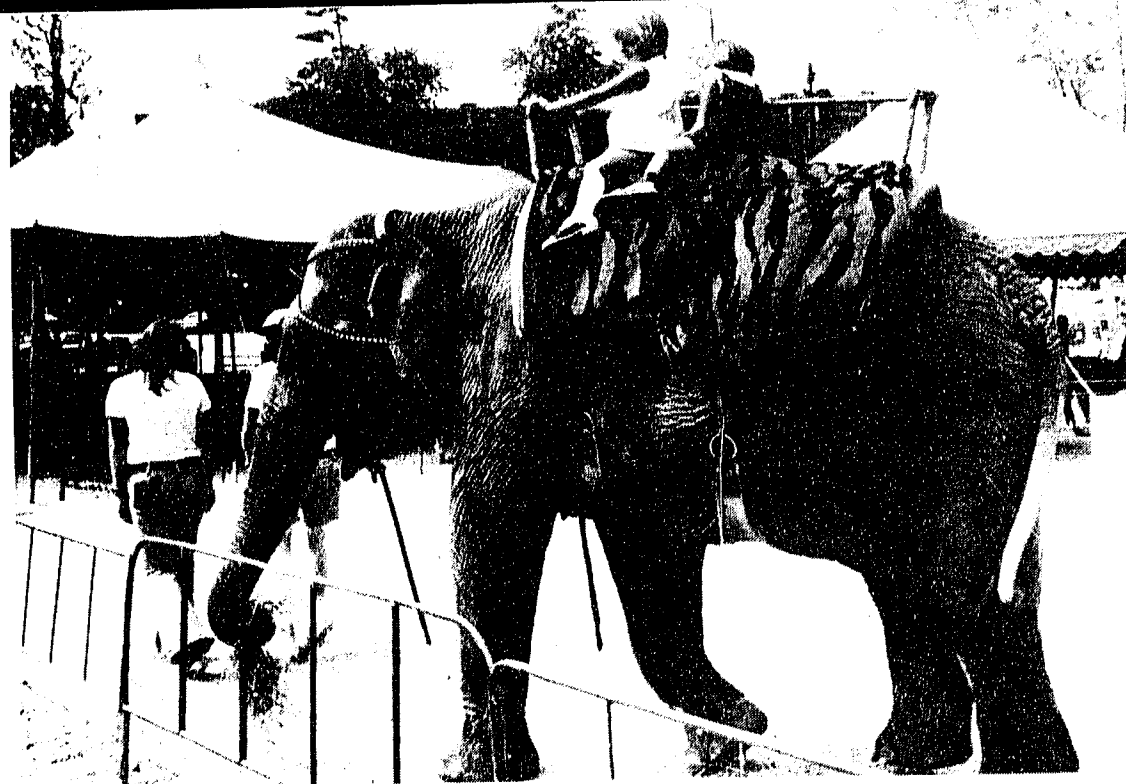
\*Based on actual expenditures for fiscal year 1981-82

\*\*Based on population figures for Glastonbury from the 1980 census (24,277)

### Around Town



The Grange Fair in 1981 was again a reminder of the agricultural heritage of the town. There were oxen draws and livestock displays, and many exhibits of outstanding produce and handwork. But with approval of the firehouse expansion, the fair was threatened. The land just wasn't going to be available. Subsequently the 1982 fair was cancelled, with the Grange undecided about future years.



Even years see the Rotary Club Product Show in town, a tradition which grows in size and scope every year. To add to the fun outdoors in 1982, elephant rides were among the activities behind the high school during the three day event.

The school administration building on Williams Street—badly damaged by fire the year before—was completed well before school opened in September 1981 as promised; the Board of Education held a well attended open house to show local residents how use of space had been improved and increased with the renovation.

Page 56



TELEPHONE DIRECTORY

FIRE AND POLICE EMERGENCY - 911

For those residents not having a 633 telephone prefix, the numbers are  
 Fire Emergency - 633-9421    Police Emergency - 633-9411

Call the:	For Answers on:	Phone
Administrative Services	Bills & Accounts, Purchasing	659-2711
Assessor	Property Assessments	659-2711
Building Inspector	Building Permits	659-2711
Civil Preparedness	Natural Disaster	633-6234
Community Development	Town Planning	659-2711
Dial-A-Ride	Senior Citizen Transportation	659-2711, Ext. 296
Director of Health	Public Health Matters - Applications for Burning	659-2711
Dog Warden	Dog and Animal Problems	633-8301
Glastonbury Housing Authority	Public and Elderly Housing	633-3549
Highway Superintendent	Street/ Road Maintenance, Snow Removal	659-2711
Parks Superintendent	Parks/ Public Grounds/ Tree Problems	659-2711
Police Department	Public Safety	659-2711
Probate Court	Estates, Conservatorships, Guardianships, Trustees, Adoption, Marriage Waivers, Weddings, Passports	633-3723
Public Works	Engineering and Drainage	659-2711
Parks & Recreation Director	Parks & Recreation Activities	659-2711
Recreation Answering Service	Scheduled Events	659-2731
Redevelopment Agency	Urban Renewal	659-2711
Registrars	Voting If no answer, call Town Clerk	659-2711
Senior Services	Programs and Activities for Senior Citizens	659-2711
Social Services	Welfare and Relief Programs	659-2711
Superintendent/ Sanitation Department	Sanitary Sewers, Treatment Plant, Landfill	659-2711
Superintendent of Schools	Schools and Education	633-5231
Tax Collector	Taxes	659-2711
Town Clerk	Birth & Death Certificates, Property Deeds, Fishing/ Hunting/ Dog Licenses, Elections, Voting Registration, Majority Cards	659-2711
Town Manager	General Administration, Personnel	659-2711
Visiting Nurse Association	Public Nursing and Clinics	633-3521
Welles-Turner Library	Library Services	659-2733
Youth and Family Services	Family Counseling and Youth Activities	659-2711

