



Town of
GLASTONBURY

Annual Report
Fiscal Year 2016-2017

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Town Council: Message from the Chairman

Dear Residents,

Glastonbury has had another successful year in 2017. Connecticut has had budget issues but our Town has largely been able to skirt those issues while continuing to deliver on our goals of maintaining and enhancing our quality of life for residents with a vibrant business community.

The remediation of the river bank slump next to the Boathouse has been completed, regaining full access to the terrace and walkways. It is a relief for all to have the project completed and to be able to enjoy the full access to the amenities the park offers once again.

This summer has infrastructure as the byword of the season. The first modern roundabout is fully under construction at this time, and we hope to commence construction of the second later in the summer. Use of the roundabout is working well in the construction phase as people learn the rules of a different traffic plan. The Eastern Boulevard Bridge is also currently undergoing replacement, the third of four bridge replacements the town has undertaken in the past few years.

We continue to have economic development in our Town Center area with the apartments at the Tannery now opening for occupancy. We expect the Glastonbury One (formerly “the Mews”) to also start occupancy in the early winter as their construction wraps up. The Colonnade complex has been approved for replacement with a new commercial complex that we are anticipating will bring increased vibrancy to our northern end of Main Street.

The peach crop and all our local fruit has rebounded from last year’s difficult weather. We are seeing good activity of people coming to our farming areas for both retail and ‘pick your own produce’. Surely the tourists on the ferry coming to South Glastonbury for our farms are a right of summer.

All elected and appointed officials, as well as the Town Staff, continue to work to improve the quality of life in Glastonbury. Progress is incremental in ways both large and small to continue to advance the interests of the community.

Sincerely,

Stewart (Chip) Beckett, III

Chairman, Glastonbury Town Council



Town Manager Report

Dear Glastonbury Resident,

The past year was highly successful in Glastonbury with a variety of successes and accomplishments presented throughout this year in review.

Construction of Glastonbury's first roundabout is underway at the intersection of Hebron Avenue and New London Turnpike. Reconfiguration of this busy intersection will improve traffic circulation and is the first step in refurbishing and reconfiguring the Hebron Avenue corridor between Sycamore Street and Main Street. Over the 2018 construction season, a second roundabout will be established at Hebron Avenue and House Street to improve turning movements at this location, and Hebron Avenue will be reconstructed from Sycamore Street westerly to Main Street. These projects are almost entirely funded through state and federal grants.



Photo by EB Taylor Photography

Reconstruction of the Riverfront Park is complete, and the Park is a popular destination for visitors of all ages and interests. Rental of the Boathouse banquet and meeting room, along with other revenue producing activities continue to grow and annual revenues are nearing the goal of fully offsetting operating and maintenance costs.

Discussions are complete for the proposed Town purchase of over 700 acres of land owned by the Metropolitan District, which includes some 560 acres located off Keeney Street, Hebron Avenue, and Howe Road. Town ownership of these open space lands has been a goal for many decades and, upon closing, will represent the largest single land acquisition in town history.

Work to update the 2007-2017 Plan of Conservation and Development (POCD) is well underway, with the new Plan's approval expected in early 2018. This process is coordinated by the Town Plan & Zoning Commission and professional staff. The Plan of Conservation and Development provides an important roadmap to a variety of development and preservation related activities within the community.

In cooperation with the Second Century Fund and Friends of the Welles-Turner Memorial Library, interior space reconfiguration is underway at Welles Turner Memorial Library to better align with changing expectations of library users. This includes additional quiet study space, self-check-out, and automated book sorting. Reconfiguration of interior spaces and other improvements to meet patron needs will continue over the coming years.

Economic development continues throughout the community with a variety of new construction, renovations, additions, and other such projects. Grand list growth continues to exceed 1% annually as evidence of continued investment in the Glastonbury Community as a highly desirable location.

Work continues to introduce and support energy efficiency and alternate energy practices for Town Operations, fleet, and facilities. Over recent years, overall energy use at Town buildings has declined 19%, while Town Operations have absorbed new facilities. A number of Town and Education buildings have achieved Energy Star ratings with new solar PV, high efficiency lighting systems, and other initiatives in progress.

Glastonbury continues to evaluate options for multi-town cooperation to achieve operating efficiencies. As noted in prior reports, Glastonbury successfully participates in a number of such initiatives involving health insurance, public safety dispatching, purchasing consortiums, shared capital equipment, and others. Each is evaluated for documented benefit to ongoing operations.

Continued on next page

Town Manager Report Continued

Looking forward to the years ahead, work will continue to provide the highest levels of cost effective, responsive services and facilities to the Glastonbury community. The Plan of Conservation and Development will proceed through the ten-year update, improvements within the Town center area will continue, land acquisition and preservation will remain a high priority, efforts to achieve greater energy efficiency and sustainability will be ongoing, opportunities for multi-town cooperation fully evaluated, and the Town's outstanding financial and budget management will continue, along with many other initiatives and priorities in the best interest of the community.

As you read this Annual Report, I am confident you will agree that Glastonbury is clearly a great place to live, learn, work, and do business and we can all be proud of this wonderful community.

As always, let me take this opportunity to express my sincerest thanks and appreciation to all those who contributed their time and talents to another highly successful year in Glastonbury.

Sincerely,



Richard J. Johnson
Town Manager



Pictured above: Town Council appointees during the fiscal year 2016-2017. (Photo by EB Taylor Photography.)

Town Attorney

Shipman & Goodwin LLP served as Town Attorney to the Town during 2016-2017.

As the Town Attorney for the past year, Shipman & Goodwin LLP has provided a variety of legal services to the Town, including services related to contract, environmental, real estate, and litigation matters. We have served as legal advisor and have appeared for and defended the rights of the Town in all actions, suits, or proceedings where the Town is a party. The firm has also handled the day-to-day requirements of providing legal opinions and advice to the Town. The firm has represented the Town in four separate tax appeals relating to the 2012 revaluation and represented the Town's Zoning Board of Appeals in a zoning appeal filed in Superior Court. We have been actively involved in providing counsel and advice to the Town regarding its pension plan and police matters. The firm has also represented the Town in various tax lien foreclosure cases and construction projects. Our attorneys continue to handle labor contract matters and provide counsel to the Town on various employment issues.

Shipman & Goodwin LLP wants to thank the Town's officials and staff for the opportunity to continue to provide legal representation to the Town. We will continue to strive to protect the Town's legal interests and to help the Town meet all of its legal goals and objectives.



Board of Education

This year, our Board of Education spent considerable time and energy in determining the future of our elementary schools in response to declining enrollment. The Board decided to close one elementary school and to redistrict elementary students. While many students will change buildings, they will continue to excel in the high quality schools that residents have come to expect and continue to support in Glastonbury.

Noteworthy Events and Accomplishments

- 7 students from Glastonbury High School Class of 2017 were National Merit Scholarship Finalists. These are the highest scorers on the PSAT/NMSQT in each of the 50 states and represent <1% of each state's high school seniors.
- 19 students from Class of 2017 received Letters of Commendation for their achievement on the PSAT/NMSQT.
- 166 seniors were recognized as Faculty Scholars—students who have maintained a 3.75 grade point average over their 4 years of high school.
- In May of 2017, a total of 846 Advanced Placement Tests were taken by 481 students. Of all the AP tests taken, almost 89% resulted in student scores of 3 or better. Seventy students were recognized as “AP Scholars,” 56 as “AP Scholars with Honor,” 76 as “AP Scholars with Distinction,” and 14 as “National AP Scholars.”
- Class of 2017 SAT scores for Evidence Based Reading and Writing and Mathematics continue to average consistently and significantly above state & national means. Approximately 97% of the 475 members of the Class of 2017 enrolled in a two or four-year college or university.



The seven Glastonbury High School Class of 2017 National Merit Scholarship Finalists.



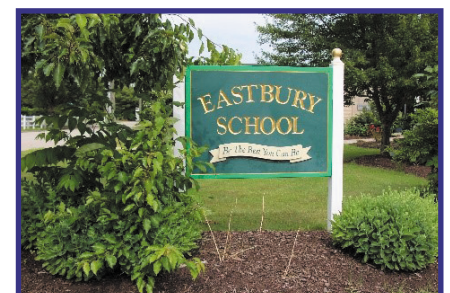
Teachers pull from a rich variety of resource materials to engage students. Shown here, fourth graders use TinkerCad software to design and print catapult balls to test in catapults, which they also designed.

Consolidating and Redistricting our Elementary Schools

In December 2016, the Board of Education made the difficult decision to close Eastbury Elementary School following the 2017-2018 school year. The vote to consolidate our district's elementary schools was based on declining student enrollment and the Board of Education's commitment to providing a high quality education for students at a reasonable cost to taxpayers. The vote followed intensive research, study, discussion, and public input at Board meetings over a number of years. This decision was indeed difficult for many, but our students will continue to benefit from the outstanding teachers, committed principals and staff, and the exceptional 21st century curriculum that Glastonbury Public Schools offers throughout the district. In June 2017, the Board of Education voted to adopt an elementary redistricting plan for the 2018-2019 school year. This vote followed presentations at Board meetings as well as at each elementary school. Considerable parent comments and feedback were collected and considered before the final plan was adopted. The selected redistricting plan meets the following criteria:

1. Minimizes the number of students who are changing schools
2. Maintains appropriate class sizes
3. Minimizes the time students would have to spend on the bus
4. Ensures appropriate class space in each building

Our teachers, administrators, and Board of Education members are repeatedly reminded how much our parents love their children's schools. Thanks to excellent leadership and talented and dedicated faculty and staff, Glastonbury Public Schools provides a uniformly first-class education to Glastonbury students across the district in each of our schools. With the continued support of families, our community, and town leaders, the Board of Education will work alongside district administrators and staff to ensure that this is something that will not change in the years to come.



Eastbury Elementary School will close at the end of the 2017-2018 school year and Glastonbury elementary students will be redistricted.

Board of Education Continued

CREST Lab Coming Soon

The Glastonbury Education Foundation has once again offered its generous support in funding an exciting new school initiative. The Foundation granted \$100,000 to Glastonbury High School (GHS) to support the creation of a modern scientific laboratory in the building. The CREST lab (Center for Robotics, Engineering, Science, and Technology) will be outfitted with cutting edge technology and specialized equipment akin to that found on college campuses such as a 3D printer, a laser engraver, gel electrophoresis equipment, and coding equipment. It will provide students with the opportunity to explore and learn, in authentic ways, to solve real world problems in all disciplines of science - life, physical, earth, space, and engineering.

Director of Science, Christine Tedisky, expects the CREST lab to foster even more student interest in the STEM (science, technology, engineering, and math) fields while simultaneously providing endless possibilities for all GHS students to improve critical 21st century skills such as problem solving and critical thinking.

Beyond the Textbook

Textbooks have always had their benefits: they are structured and organized, helpful for beginning teachers, and full of explanatory drawings and diagrams. Conversely, they can also be difficult to read, outdated, expensive, and generally fail to meet 21st century educational goals. They are limited in point of view and less than responsive to a diversity of student background knowledge, levels of understanding, and special needs. They favor a world where memorization of facts is key, but today, memorization can often be irrelevant. Today's schools emphasize critical thinking and problem solving skills rather than memorization. With this in mind, Glastonbury's curriculum is no longer textbook-based; it is **standards-based**. Our teachers pull from a rich variety of resource materials daily to engage students. With this multiple-resource approach, a textbook excerpt might be woven together with current Internet articles, journals, videos, websites, e-books, and iBooks. No singular tool is over-relied upon and technology has been a critical resource in moving our teachers and students beyond the limits of textbooks.

As our teachers are undoubtedly aware, teaching without a single authoritative textbook usually requires more preparation time sorting through available resources to plan lessons. According to Assistant Superintendent of Curriculum and Instruction, Rosemary Tralli, "These efforts are rewarded as teachers see evidence of higher student engagement and increased student learning of the major concepts, knowledge, and skills articulated in the curriculum."

Community Support

Glastonbury's Post Graduate Program serves students ages 18-21 with significant disabilities. In the program, students learn independent living skills, self-advocacy, and other skills necessary for employment and/or post secondary education. Depending on their education plans, students are placed in vocational internships, working either for our school system or out in the community. We are grateful to the following Glastonbury businesses and organizations for offering internships to our post graduate students. These businesses and organizations were honored at a spring 2017 Board of Education meeting:

- Birch Hill Tavern Restaurant
- Chili's Restaurant
- Cathy's Nursery School
- Congregation Kol Haverim
- Glastonbury Health Care Center
- Hearth at Glastonbury
- Highland Park Market
- Scott's Orchard and Nursery
- TJ Maxx
- Walgreens



Glastonbury High School's Chinese exchange students visited Gideon Welles School this year to share their culture and celebrate Chinese New Year with students.



Each year, students, staff, and veterans participate in a wide variety of inspirational programs to honor our heroes on Veterans Day.

Probate Court

Dear Residents,

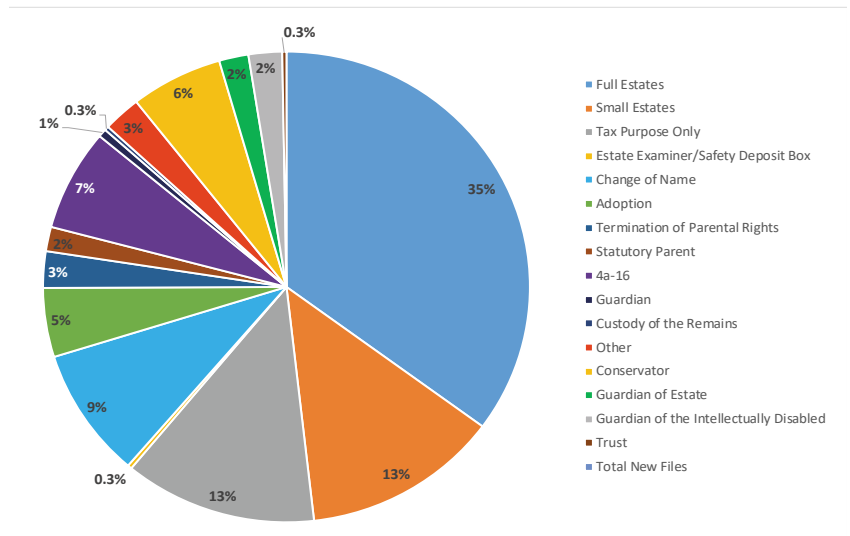
As of October 31, 2016, the Glastonbury-Hebron Probate Court has a new location on the main level of the Academy Building, located at 2143 Main Street. Our mailing address, telephone, and fax numbers have remained the same and, for those needing assistance, our new location is easier to navigate with no stairs or elevator needed to access the Court. There are many entrances into the building, including a ramp and adequate parking at the Parks and Recreation Department entrance. The atmosphere in the Court is also more approachable. As part of the Judicial System for the State of Connecticut, we adhered to the State's guidelines when designing our new office spaces. The Facilities Department and Glastonbury Town Manager, Richard Johnson, were sensitive to the Court's needs and very accommodating. The new location affords staff more privacy when dealing with sensitive probate matters. There is also a small conference room where residents can meet to discuss their Probate needs. Lastly, our spacious new hearing room is well equipped to accommodate hearings requiring a large attendance. If you're in the area, please stop by to see our new space and say hello.

As you've heard or read in the news, the State of Connecticut is facing serious budgetary issues. The State's financial crisis affects all courts, probate courts included, however with an anticipated contribution from the State's General Fund, there should be no disruption in Probate Court operations. Our goal remains to continue handling probate matters and to serve the residents of Glastonbury and Hebron in a timely manner, with professionalism and courtesy.

We typically process petitions in the order in which they are received; that is the most judicious way to handle these matters. My highly trained staff is qualified to determine where the priorities lie. I meet with the staff on a daily basis to address any questions or concerns that arise.

Many people are unaware of the breadth of matters the Court handles, therefore I like to include the listing of the new petitions with each annual report. Below are the new matters the Court addressed in the last fiscal year, including matters where the Judge has been cited in where conflicts exist in neighboring jurisdictions.

Full Estates	126	35%
Small Estates	47	13%
Tax Purpose Only	46	13%
Estate Examiner/Safety Deposit Box	1	<1%
Change of Name	32	9%
Adoption	17	5%
Termination of Parental Rights	9	3%
Statutory Parent	6	2%
4a-16	25	7%
Guardian	2	1%
Custody of the Remains	1	<1%
Other	9	3%
Conservatory	22	6%
Guardian of the Estate	7	2%
Guardian of the Intellectually Disabled	8	2%
Trust	1	<1%
Total New Files	359	



Probate Court Continued

The Court staff and the Judge continue to participate in continuing education seminars. I am pleased to report that my staff continues to exceed the minimum educational requirements and I am proud of their level of commitment. Continuing education is not only required of court staff, but of Judges as well. As much as I am required to earn 15 educational credits, this past year I earned 47.5. The Office of the Probate Court Administrator offers exceptional continuing educational materials on matters related to Decedent's Estates, Conservatorship, Guardianship, etc. Diverse training opportunities include: Conservatorship Financial Mismanagement by Fiduciaries and Protecting Assets, Traumatic Brain Injury, Mediation Skills, End of Life Decisions, and Special Immigrant Juvenile Status.

As well as handling Probate Matters, the Probate Court also processes Passport Applications. Last year 1,346 new passport applications were processed. Every year, the Court staff takes a refresher course and this year, Homeland Security did a physical site inspection. I am happy to report that we passed our inspection with flying colors. As you may know, there is construction underway at Town Hall. One of the major renovations is a new and improved Customer Service Center. It is the intention of the Town Manager to have the Customer Service Center process passport applications once the Service Center is operational.

I have convened Court hearings at Hebron Town Hall for the convenience of Hebron residents and have also taken the opportunity to provide an update of Probate Court issues each with seniors in Glastonbury and Hebron.

I am honored to continue serving as your Probate Judge.

Respectfully,

Hon. Sean Michael Peoples



Administrative Services

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

Accomplishments

- Achieved a collection rate of 99.44%.
- Revenue Collection staff member completed Course I towards becoming a CT Certified Municipal Collector.
- Expanded purchasing credit card program and received a \$4,008 rebate based on prior year spend.
- Rolled out new “chip-cards” with added security features to all cardholders.
- Implemented online expense reconciliation & reporting for cardholders, providing a means to easily audit transactions for policy compliance.
- Coordinated Request for Qualifications (RFQ) and contracting process to hire an Energy Advisor for utilities, including subsequent fixed price contracts for electricity & diesel fuel, resulting in significant savings for Town & Board of Education.
- Implemented Purchasing Policies and Procedures reflecting new process improvements.
- Coordinated sign design for Town buildings to improve aesthetics and recognition of Town buildings.
- Implemented new Commission on Human Rights and Opportunities (CHRO) legislation for minority set-aside requirements for state funded projects.
- Orchestrated sale of surplus Town property resulting in approximately \$115,000 in revenue for the General Fund.
- Coordinated lease renewals and updated insurance certificates of Town owned residential properties resulting in annual revenues of \$73,500.
- Developed and implemented electronic tracking of Capital Outlay purchases linked to MUNIS financial system.

New or Improved Processes

- Assessor’s Office introduced additional electronic [FORMS ON LINE](#), accessible on their section of Town website.
- Introduced print station in lower level of town hall where residents can print maps from Town GIS database.
- Implemented fillable “Change of Address’ form for some tax accounts.
- Town Clerk’s Office developed extensive FAQs for town website to improve accessibility to forms and resources.

New Programs, Services, and Activities

- Completed initial groundwork for implementation of a new program that will electronically record sewer liens and releases. This builds upon tax lien and release program previously implemented.
- Completed vendor specifications for new land and town meeting records application, which will enhance search capabilities. To be completed in fiscal year 2017/2018.
- Initiated new web-based system that tracks current board and commission memberships, generates member lists, and identifies current/upcoming vacancies.
- Town Clerk, Engineering and other department staff collaborated to enable search and cross-referencing of property maps between the GIS and Town Clerk records database, greatly enhancing public search capabilities for filed records of interest.

Election Database Update

The Town Clerk’s department has served as a pilot town with the Secretary of State Election Division to develop and test the new statewide Election Management System (EMS). The upgraded program was implemented in the spring of 2017 for use by all CT towns for the November 2016 election. The program provides standardized data entry to compile comprehensive election results and statistics more efficiently and accurately. It also provides a streamlined back-end process for building the Election Day ballot. The Department will continue to participate with the work group to modify and enhance the program in future years.

Administrative Services Continued

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

On the Horizon

- Introduce a third workstation at Revenue Collection counter to provide enhanced customer service & reduced wait times for residents.
- Partner with People's United Bank for lockbox services. Additionally, allow residents to visit People's United Bank branches to process payment for on-time tax and sewer use bills at no additional cost.
- Complete Revaluation for the 2017 real estate Grand List by March 2018.
- Commence work with vendor to update historic data within new board and commission system.
- Work to achieve new Certified Connecticut Municipal Official (CCMO) designation through the Connecticut Conference of Municipalities (CCM).
- Test and launch upgraded land and public records database.
- Collaborate with Tax Office (Revenue Collection) to implement new program for electronically recording sewer liens and releases. This program will provide a faster turnaround time to record and release liens.
- Begin historical vital records indexing with matching images to convert to electronic format. Include dates for past century.
- Improve process by which businesses can file their personal property declarations, both online and via email.
- Continue to make information available on the town website for resident access and reference 24/7.
- Implement additional security measures for Revenue Collection office.



Town staff will work to achieve CCM's newly introduced 'Certified Connecticut Municipal Official (CCMO) designation'.



Residents may now visit People's United Bank branches to pay their on-time tax or sewer use bills at no additional cost.

Community Development

Building Inspection | Community Development | Fire Marshal | Health

Accomplishments

- Town Plan and Zoning Commission launched process to update the Plan of Conservation and Development (POCD), the Town's vision document which must be updated and readopted every 10 years. Kickoff meeting was held in January and approximately 7 public workshop meetings were held between January and June 2017. One meeting drew approximately 40-50 attendees, many from the farming industry who were there to support agribusiness policies.
- Completed office renovation project, designed for more efficient file storage and a central map/meeting station.

Development Projects

Several significant projects were issued land use approvals and many have already started construction including:

- **Town Hall (2155 Main St.)** - Town Hall renovation project approved. This project features an expansion and remodel of the entry area to create a warm, inviting, and customer-centric welcome center. The project also includes improvements to the parking area with landscaping upgrades, additional parking spaces, and lighting enhancements.
- **Site of the former Pond House (2941 Main St.)** - Site will be transformed into a 27,500 sq. ft. space for retail and restaurant uses. Site work has begun including demolition of the Pond House. Construction to begin in FY 17-18.
- **Educational Playcare, the former Aloha Daycare Center (1193 Hebron Ave.)** - Received approval for a 6,760 sq. ft. addition, landscaping improvements, and additional parking. Project is currently under construction.
- **First Church of Christ (2183 Main St.)** - Received approval for the rehabilitation and expansion of the historic Micah House on this property. Project is under construction.
- **Baribault Jeweler/Megson & Heagle (81 Rankin Rd)** - Approved for a modest expansion, façade renovation, and landscaping improvements. Construction is underway with anticipated completion in Fall 2017.
- **South Mill Village Planned Area Development (PAD)** - Phase V - Received a favorable recommendation from the Town Plan and Zoning Commission that was transmitted to Town Council. In March of 2017, the Town Council approved Phase V, the final phase of this development, which will include 24 condominium units.
- **The Shops at Somerset Square** continues to thrive with new businesses opening, including a new cosmetic/beauty retailer and an exercise/spinning studio. A new Greek restaurant will also open next to Max Fish.



The Tannery Redevelopment Project



Glastonbury One (in construction)



Center Village (in construction)

New Construction (Previously approved/Construction beginning this fiscal year)

- **The Tannery (formerly known as Flanagan's Landing)** - 911 New London Tpke. - A previously approved Adaptive Redevelopment Zone project, this project went full speed ahead with construction this fiscal year. As of June 30th, 4 of the 7 residential buildings received certificates of occupancies. In total, there are 250 market rate residential units.
- **Glastonbury One (formerly known as the Glastonbury Mews)** - House/Hebron Ave. - Approved in 2015, this project will bring a total of 145 market rate residential units to Glastonbury. The developer is looking to complete the club house by November and the first residential building by December of 2017.
- **Center Village** - 77 New London Tpke. - Approved in September 2015, this Glastonbury Housing Authority rehabilitation / development project includes the expansion of some existing residential units and construction of 38 additional units.

Community Development

Building Inspection | Community Development | Fire Marshal | Health

Completed Development Projects

- McDonald's Restaurant (2915 Main St.) - Rebuild completed.
- Monaco Ford (767 New London Tpke.) - Expansion and façade renovation completed.
- Goodwill (2709 Main St.) - Façade renovation project completed.



Newly completed Monaco Ford facade.

New & Improved Processes

- Leveraged E-Notification system to raise citizen awareness regarding public workshops and distribute planning documents pertaining to the Plan of Conservation & Development.
- Used Doodle Poll for meeting coordination with commission members and Powerpoint presentations during public workshops to more effectively communicate and collaborate thoughts and ideas.
- Leveraged existing technology systems to improve project management and associated tasks, track the status of blight complaints and investigations, and manage the land use approval process and corresponding projects.
- Developed internal procedures and guidelines to aid staff in investigating and following up on blight complaints, in accordance with the new ordinance adopted for blighted properties at the beginning of the fiscal year. To date, the department has managed to resolve/close 14 blight cases generated by a total of 27 official blight complaints.
- Participated in selection process to hire a company for installing and implementing document management software, as well as selecting the firm to perform the scanning component of the project.
- Initiated process to produce a formal 'Relocation Plan' which would help standardize case response when residential occupants are displaced from their place of residence due to health, safety, or structural issues with the home. This will not only help to enhance the cross-departmental coordination process internally, but will also give the public a clear and predictable plan for how the Town handles relocation matters. Community Development staff collaborated with the Department of Human Services, Health, and Fire to complete this planning initiative.

On the Horizon

- Complete the updated Plan of Conservation & Development
- Begin process of evaluating and revising select sections of the Building-Zone Regulations as they pertain to:
 - Agribusiness
 - Timber Harvest
 - Fitness and Athletic Clubs
 - Senior Housing
 - Home Occupations
 - Accessory Apartments
 - Parking Requirements
- Initiate new application submittal procedures in anticipation of document management system roll-out
- Complete Relocation Plan
- Complete several land use approval processes including:
 - Sycamore Street and Hebron Avenue - Retail/restaurant development
 - 49 Sycamore Street - Redevelopment of dental office building
 - 2815 Main St. - Restaurant development anticipated at this location
 - Glastonbury Glen Planned Area Development - 18 single-family detached homes planned off of Orchard Street.



POCD workshop in progress.

Fire Marshal

Accomplishments

- Experienced an increase of new construction-related inspection activities with 100+ conducted at ongoing projects
- Provided resources to accommodate increasing number of fire protection system inspections
- Continued expansion of rapid entry system
- Completed 360 unified permit screening reviews
- Continued rapid availability of inspection services for approved construction projects
- Additional achievements include:

124

Emergency incident responses in partnership with the Fire Department

2100+

Field activities performed

2400+

Office assignments conducted

26

Fire investigations conducted. 44 other types of investigations also conducted.

On The Horizon

- Continue code enforcement presence in multi-family dwellings
- Update existing H.I.P.S data program in tandem with the per diem firefighting staff



Health

Accomplishments

- Working steadily to improve Glastonbury's capacity as a HEARTSafe Community, coordinated the procurement of 27 Automated External Defibrillator (AED) units to be placed in Town owned buildings/facilities and to equip the Police Department fleet of vehicles. Almost 150 Town staff were trained on how to recognize a cardiac emergency and respond using the new AEDs and CPR. These efforts demonstrate the Town's commitment to strengthen the chain of survival from sudden cardiac arrest of residents and visitors.
- Successfully hosted first "Drive-Flu", a drive-through flu vaccination clinic at Smith Middle School. Over 70 people, ranging in age from 18 – 92 years old, received a free flu shot, despite the stormy weather and high winds. Resident feedback was extremely positive and lessons learned from the exercise will be used to improve the Health Department's emergency preparedness plans for future clinics.



Volunteers at October 2016 Drive-Through Flu Clinic were not deterred by the heavy rain and wind. 70 flu vaccines were provided free to residents in a very successful clinic.

New Programs, Services, and Activities

- Along with other first responders, participated as a member of Glastonbury's Emergency Medical Services Plan Committee to successfully develop the Town's 2017 Local Emergency Medical Services (EMS) Plan.
- Participated as a representative of the Bicycle Advisory Group in a Road Safety Audit through the CT Department of Transportation. With a goal of identifying conditions that may discourage or prevent walking & bicycling, the audit evaluated roadway environments between House Street and Welles Street.

Activity Indicators and Data



1,800

Individual health visits with Community Health Nurse at weekly Wellness Clinics (held at RCC and Herbert T. Clark House)



513

Food service inspections conducted



19

Disease investigations conducted



664 lbs

Prescription medication collected at 2 Drug Take-Back events, hosted by the Health & Police Departments

On the Horizon

The State of Connecticut will be adopting the Food and Drug Administration (FDA) Food Code as Connecticut's food code beginning on July 1, 2018. In preparation for that regulatory change, all certified food inspectors in the state, including four Glastonbury Health Department staff, are required to complete 70 – 100 hours of online FDA training and a full day of classroom training, in addition to 20 contact hours of state-approved training every three years. A staff member will be designated as our Food Inspector Training Officer, responsible for completing additional training and conducting standardization and reporting activities for the Department going forward.

Facilities Maintenance

Accomplishments

- Received Bright Idea Grant Award as part of Eversource's Clean Energy Communities Program
- Awarded US EPA Energy Star award for the 9th successive year for energy efficiency initiatives implemented at Town Hall
- Replaced gymnasium floor at Hopewell School
- Renovated office space in Town Hall and Academy building for Probate, Registrars, and Human Resources Departments
- Replaced carpet at Hopewell, Hebron, and Buttonball Schools
- Completed renovations to Glastonbury High School Pool
- Successfully replaced 55+ year old boilers at Police Department
- Installed new roofs at Fire Companies #3 and #4
- Replaced windows in 1952 wing of Welles Turner Memorial Library with Energy Star rated units
- Completed window replacement project at Gideon Welles School
- Replaced Town Hall generator with a unit designed to accommodate both Academy and Town Hall facility needs



New generator at Town Hall.



Boilers to be replaced at Town Hall.

On the Horizon

- Replace boilers in Town Hall
- Complete Phase 1 renovation work at Welles Turner Memorial Library
- Replace windows and finalize renovations to locker rooms at Police Department facility
- Complete carpet replacement and phone/Public Announcement (PA) installation at Naubuc School
- Upgrade Town phone system
- Complete addition on Town Hall facility
- Install emergency power at natural gas fueling station
- Upgrade emergency power at Police Station and Fire Company #1

Housing Authority

Accomplishments

- Integrated property manager appointment scheduling software to enhance resident/applicant customer service
- Implemented document management software to improve operating efficiencies for paperwork processing

Center Village Redevelopment

- Obtained commitments for up to \$17.8m in funding including:

~\$5.34m	Low Income Housing Tax Credit (LIHTC)
\$6.5m	Department of Housing
\$3.02m	Mortgages from CHFA
\$500,000	Eversource funding in exchange for State of CT HTCC tax credits
\$178,750	Energy conservation rebates
\$2.25m	Town of Glastonbury Housing Authority

The Center Village property will serve households at or below 3 income categories: 25%, 50%, and 60% of area median income (AMI), while providing for economic integration and meeting the affordable housing needs of the Glastonbury community.

- Redevelopment will result in 72 affordable, one-bedroom units in 7 buildings, a net gain of 22 additional affordable units. This is achieved by a combination of renovation and expansion of existing buildings, demolition of 16 units and the existing community hall (in 4 buildings), and new construction of 38 units & community space in a new 2/3 story building.
- Improved curb appeal, unit amenities, parking, and traffic flow on the 3.715 acre site.
- Bid the fourth phase of the Welles Village Kitchen and Bathroom renovations.
- Replaced intercom entry system, parking lot, curbing, and sidewalks at Herbert T. Clark House - all funded by project reserves.
- Permanently closed underground storage tank at the Herbert T. Clark House, eliminating ongoing monitoring costs required by the Connecticut DEEP.

Activity Indicators

- 412 units managed (18 apartments offline at Center Village for Construction)
- 678 household members supported
- 2,273 work orders requested and completed
- 264 applications processed
- 52 move-outs, 47 move-ins coordinated

On the Horizon

- Herbert T. Clark House, congregate, capital improvement project. Glastonbury Housing Authority will look to secure funding to allow for capital improvements and upgrades at the 25 year old Herbert T. Clark House.
- Continue energy efficiency initiatives and cost reduction programs.
- Conduct preliminary study on Welles Village sustainability. The in-house study will look at funding patterns, attempt to anticipate future funding needs, and identify the basic long term needs of the property in concert with evaluating income and cash reserve funds.

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

Human Resources

Accomplishments

- Provided training on technology policies; slips, falls, strains & sprains, and workplace harassment prevention
- Developed and implemented a performance improvement system
- Managed 60 recruitments
- Revised and/or developed 50+ job descriptions

New & Improved Processes

- Centralized employee accident reporting, relieving this duty from supervisors and thereby freeing them to attend to injured employees, address safety concerns, and similar activities. This system also facilitates more timely notification to Human Resources and consistent communication with the Town's insurance carrier.
- Implemented 'position control module' of the HR Information System, allowing for greater accountability between recruitment efforts and the departmental budget.
- Expanded recruitment outreach by adding CT Works and public access TV to all open recruitment efforts.
- Improved Open Enrollment process by eliminating need for employees to communicate elections if not making changes.
- Doubled participation in the Flexible Spending Account, a payroll tax savings.
- Improved customer service for residents and visitors of Town Hall by expanding Information Center staff coverage to include full Town Hall business hours.
- Partnered with new medical provider for pre-employment physicals & drug tests, reducing wait time by up to 3 weeks.
- Participated in CT Prime's Health & Wellness subcommittee to identify and implement programs to improve health outcomes and reduce health-related costs.
- Initiated two leadership development initiatives; one for the Police Department and one for division and department Directors organization-wide.



This year, the HR Dept. added great value to ConnectiCare participating families by offering the ability to video call, Skype, or FaceTime with a health provider 24/7 for routine health concerns. This convenient service saves time and money through significantly reduced costs as members can be "seen" without having to visit a facility.

On the Horizon

- Implement improved Employee Assistance Plan (EAP)
- Continue with Phase II of MUNIS integration of employee pension data and applicant tracking
- Implement streamlined recruitment requisition process and online application capabilities
- Join online police recruiting consortium
- Update employee policies including customer service and medical leave
- Provide additional employee training in safety, cyber security, employment laws, diversity, and health and wellness
- Continue offering leadership learning opportunities
- Redesign performance management system
- Develop and communicate comprehensive benefits strategy and improve employee communications regarding health and pension benefits
- Provide online harassment prevention training
- Continue participating with CT PRIME Health & Wellness Committee to implement programs designed to contain health care costs
- Work with CIRMA and Safety Committee to identify opportunities for improved safety and reduced loss claims

Human Services

Senior & Community Services | Youth & Family Services

Senior & Community Services

Accomplishments

- Awarded renewal funding from CT Department of Transportation (DOT) for purchase of a new, 12 passenger, wheelchair-accessible bus for the Dial-A-Ride program.
- Successfully completed the CT DOT audit of 5310 Federal Transportation grant.
- Provided approximately 20,000 rides to nearly 600 unduplicated seniors and disabled individuals through Dial-A-Ride program.
- Served approximately 13,500 meals to seniors.
- Recorded approximately 33,000 units of participation by seniors.

New or Improved Processes

- Revised Senior Center Mission statement to reflect an open & affirming environment.
- Updated 5 year strategic plan with specific goals, objectives, and action steps.
- Modified location and technology used in weekly Bingo game to improve safety and access for participants
- Began offering Sharing Tree monthly newsletter in large font for visually impaired individuals. Also introduced new format with colored front cover and photos to improve marketing of center programs and activities.
- Installed new kiosk in hallway of south entrance. This system improves senior access to “swipe in” to My Senior Center participation data collection system.
- Implemented MindSpin Digital System to display daily and weekly activities at RCC.

New Programs, Services, and Activities

- Implemented Ted Talks at Senior Center Lunch & Learns.
- Collaborated with AARP and AAA to provide a CarFit event – a national program designed to give seniors a comprehensive assessment of how well their vehicle fits their safe driving needs.
- Offered Chess Games, Canasta, Play Reading, Senior Choral Group, Old Time Radio Shows, FX Series - “The Crown”, Netflix Series - “The Feud”, and the Lifelong Learning Series - “Mindfulness”.
- Expanded Indoor Walking Group hours to increase participation: 40+ seniors participated.

On the Horizon

- Complete the national reaccreditation process of the senior center.
- Continue to support the Commission on Aging (COA) in their efforts to create an Age-Friendly community in Glastonbury.
- Begin offering Zumba Gold classes.
- Collaborate with *Healthy Choices* to provide a Flu Clinic at the RCC.
- Implement Aging Mastery Program developed by the National Council on Aging (NCOA) which seeks to encourage mastery of behaviors across many dimensions that will lead to improved health, financial security, and overall well-being.



Dial-A-Ride trip to UCONN



Seniors enjoying Bingo



Indoor Walking Group

Human Services Continued

Senior & Community Services | Youth & Family Services

Youth & Family Services (YFS)

Now in its 43rd year, Creative Experiences continues to promote the development of socially competent youth and seek new methods that resonate with contemporary issues and interests.

Accomplishments

- Theatrical productions included: Disney's "The Little Mermaid", "You're a Good Man Charlie Brown", and "Cinderella", which was performed for the elementary schools, Senior Center, and Glastonbury East Hartford Magnet School.
- Welles Village ACE program took several new exciting field trips, largely through the use of community grants, including: CT River Museum in Essex, Holiday Ice Skating at Hartford's Carousel Park, Pumpkin Town USA, Rose's Berry Farm, The Ballard Institute & Museum of Puppetry, and numerous trips to Glastonbury Riverfront Park.
- Youth Service Action Group (YSAG) raised money to support Syrian families recently relocated to the Glastonbury area through their annual "The Haunting" event. In collaboration with Friends of Glastonbury Youth (FOGY) the Glastonbury High School's String Orchestra, and KEY CLUB, this family event included a haunted house, music, games, and crafts.
- Improvisational theater group 'Double Take' participants engaged in games & scenarios focused on problem solving, spontaneity, team building, attentive listening, nonverbal communication, and critical thinking.
- YSAG collaborated with Shriner's Hospital for Children, The Glastonbury River Runners, WTML, The VFW, Hartwell Soccer, The Town Center Initiative, The Glastonbury Garden Club, Glastonbury Social Services, the B.P. Learned Mission, local animal shelters, and Gilmore Manor for various volunteer projects.



Theatrical Production of Disney's The Little Mermaid



This Spring, YSAG and the Glastonbury Garden Club collaborated to spruce up the animal control garden beds!

New Programs, Services, and Activities

- Outreach workers expanded efforts to educate the community about YFS programs including providing a program overview to new students and helping middle school children struggling with social connections.
- Substance Abuse Prevention events included a Drug Safety program for elderly adults and the "Understanding the Opioid Crisis and Strengthening Families" forum hosted collaboratively with Glastonbury Community Action Partnership (GCAP).
- Sponsored winter coat drive through the high school with students involved with KEY CLUB and peer educators. Donations went to social services.
- Under the supervision of the Prevention Coordinator, the Youth Action Council did several presentations on "8 things the alcohol industry doesn't want you to know" and the negative consequences of using marijuana and e-cigarettes.

Human Services Continued

Senior & Community Services | Youth & Family Services

Youth & Family Services Continued

New Programs

- Offered Clinician-hosted training to para professional staff at the elementary school level, providing them with techniques to use during recess and lunch to work more effectively with children.
- Introduced Welles Village After School Program for middle school students.
- Held in-service training for Youth & Family Services (YFS) and Glastonbury High School staff on suicide awareness and prevention.
- Launched pilot Mentoring Program at Smith Middle School.
- Introduced Women's Book Club and a Yoga & Mindfulness group offered at YFS, Smith Middle School, and Welles Village.

On the Horizon

- With the newly constructed addition of the craft studio, organize and implement artistic community workshops, furthering our mission to foster self-expression through the arts while creating opportunities for multigenerational engagement.
- Introduce anti-bullying campaign and forum in the Fall of 2017 within the school district and community, a program made possible thanks to a generous donation from the Hartwell Soccer Club.
- Pilot mindfulness program at Smith Middle School to help students who experience test-taking anxiety.



Libraries

What's New at the Library?

- New databases include:
 - **ComicsPlus: Library Edition:** A digital collection of 25,000+ comics and graphic novels.
 - **Hoopla:** Access to thousands of movies, TV shows, audio books, etc. No holds, no waiting.
 - **Mergent Intellect:** Supports a wide variety of business and job search needs. Data primarily from Dunn & Bradstreet.
 - **Qello Concerts:** Features 1,700+ of the most amazing live moments in music, streamed on demand.

New Programs, Services, and Activities

- Library patrons can now reserve the Friends Room and the Glastonbury Room online at <http://www.wtmlib.info>. (Click on "Reserving Rooms" under the 'Using the Library' menu.) You'll even receive an email confirmation once approved!
- New energy-efficient windows installed on original library building.
- "Locked in the Library" event gave children an opportunity to enjoy food & games while experiencing life in the library once it closes for the day!
- Theme of the ever-popular children's Summer Reading Program was "On Your Mark... Get Set...READ!" Popular programs that exercised their minds & bodies included: Hula Hoopin', Yoga, Books & Bricks, and Evan Gottfried's Music Extravaganza.
- Expanded adult programs including: Kuchipudi Traditional Indian Dance, "Summer Harvest with Chef Renee", and ArtScapades programs: 'American Vistas: From the Hudson River to Uncharted Territories' and 'American Images: From Camera to Canvas'.
- An Ice Age Odyssey: The Pope Mastodon's Epic Journey – Brian Jones, Glastonbury resident and CT State Archeologist, presented at this event.
- Author Talks including:
 - Mark Granata, 'This Boy'
 - Ann Nyberg, 'Remembering Katherine Hepburn'
 - CT Civilian Conservation Corps with Marty Podskoch - many attendees shared their parent or grandparent experience in the Corps.
- Continued popular "Keeping up with the Grandkids" technology series held at RCC
- Various teen programming ranged from craft projects to cooking.
- Instructors' from the Rhode Island Computer Museum visited to provide a program where children learned basic computer skills to create their own video game.



Instructors from Rhode Island Computer Museum teach kids basic computer skills to create video games.



Ann Nyberg Author Talk, 'Remembering Katherine Hepburn'

On the Horizon

- Complete renovations including: addition of 2 study rooms, reconfiguring Lending area, and installing an automatic sorter.
- Install payment module on express check machines.
- Redesign library web page.

Additional Public Libraries in Glastonbury:

- **East Glastonbury Library** - 1389 Neipsic Road Glastonbury, CT 06033
- **South Glastonbury Public Library** - 80 High Street South Glastonbury, CT 06073

Congrats to Retiree Carole Noble!

Carole Noble retired on May 31, 2016 after 17+ years of service. Carole worked as a Librarian III in the Children's Department and provided outreach services to the local daycare providers.

Marketing & Communications

Accomplishments

- Solicited 60+ events at the Glastonbury Boathouse, including 19 weddings and a variety of corporate functions and private events. Revenues nearly offset operating expenses in the first full year of operation.
- Designed and published 2015-2016 Budget Document which earned the GFOA Distinguished Budget Award.
- Grew Town's Facebook following to 1000+, nearly double FY 15-16 figures.
- Assisted Health staff in organization and promotion of Town's first Community Health Assessment.
- Hosted successful and well-attended small business holiday party at the Glastonbury Boathouse, providing an opportunity for small businesses to attend an affordable holiday party complete with networking, entertainment, and food/beverages.
- Implemented numerous updates to town website to improve navigation, content, and usability.



*Banquet hall at the Glastonbury Boathouse.
Photo credit: Jennifer Sullivan Photography*

Stay 'In the Know' with e-Notify!

Glastonbury's notify system makes it easy to get updates on town-related news of interest to you. Subscribers receive automated emails in real-time on everything from dog license renewals to roadwork, holiday hours, storm updates, and more.

Include the categories you want, exclude the ones you don't, and submit!

Subscribe or update your preferences at www.glastonbury-ct.gov/enotify.

New Advertising and Communication Platforms

- Introduced new categories for eNotification system to keep public apprised of town-related updates and timely projects including "Roundabout Construction", and "Plan of Conservation & Development".
- Leveraged new web-based platforms to advertise town owned for sale properties.
- Established web-based profiles on wedding-spot.com and herecomestheguide.com to gain additional exposure and generate wedding rental revenue for publicizing the Glastonbury Boathouse.
- Identified new platforms for advertising town employment opportunities and recruiting qualified candidates for open positions.

On the Horizon

- Establish Instagram profile for Glastonbury Boathouse to expand reach and brand awareness within target market at no cost to the Town.
- Design and publish annual town documents including 2017-2018 Annual Report, budget documents, and informational flyers for tax mailings.
- Design Town Plan of Conservation and Development (POCD) and Community Health Assessment deliverables.
- Coordinate and manage communication campaigns for town capital projects including the Hebron/House St. Roundabout.
- Develop marketing and social media plan for Minnechaug Golf Course to increase sales and generate additional Town revenue.
- Partner with Human Resources staff to structure new customer service center offerings in new Town Hall entryway.



*The Glastonbury Boathouse.
Photo credit: Olivier K. POGNON Photography*

Parks & Recreation

Accomplishments

- Formed a partnership with L.L. Bean to host the Outdoor Discovery School at Riverfront Park. Program provides paddleboarding, kayaking, and fly fishing opportunities and helps increase public access to the Connecticut River.
- Completed restoration of the primary irrigation pond at Minnechaug Golf Course by removing 2,300 cubic yards of accumulated sediment.
- Renovated skate park including all new riding surfaces and transition thresholds on all equipment.
- Improved efficiency of park maintenance operations with the purchase of a truck-mounted water tank, (used to water recently planted trees), and a new snow blower mounted to a 4 x 4 tractor for sidewalks adjacent to Town-owned properties.
- Taught 1,825 group swim lessons and 90 private and competitive children's swimming lessons.
- Members of the Glastonbury Swim Team raised over \$5,000 for cancer research as part of the Swim Across America program.



L.L. Bean Outdoor Discovery School



Key Club students promoting the annual Easter Egg Hunt for Dogs!



Music & Arts camp



Awesome Adventures Teen Campers 2016

- Hosted over 60 events at the Glastonbury Boathouse. Large community events included fundraisers for the Crohn's and Colitis Foundation's 'Bottoms Up' event, the American Lung Association's 'Turquoise & Tapas' event, and Cherish the Children's Wine Tasting. In the first FULL year of operation, revenues realized covered 92% of operating costs for the park, well on the way of achieving the goal of being 100% self-supporting.
- Provided training to one Park Maintainer to become a Certified Backflow Prevention Device Inspector/Tester.
- Integrated the marketing and reservations for the Riverfront Community Center and Glastonbury Boathouse banquet facility with the Event & Banquet Facility Manager and Marketing & Communications Specialist.
- Co-sponsored the annual Summer Music Festival with the CT River Valley Chamber of Commerce. The popular outdoor summer music series attracts 12,000-16,000 attendees annually.
- Worked with a sub-committee of the Bicycle Advisory Group to develop a "Bike Friendly Facility" program. Businesses and facilities that apply/are approved receive a "Bike Friendly Facility" designation.

Parks & Recreation Continued

New and Improved Processes

- Improved recruitment methods for seasonal and part-time staff including paid advertising through Facebook and Instagram as well as attending job fairs.
- Added Program Instructors to the Camp Discovery staff to teach Sports & Games, Arts & Crafts, Music, Movement & Drama, and Pioneering, which enhances the camp day.
- Continued to improve Santa's Run event activities including additional sponsorships, a new pre-race packet pick up option, clock timers at the 1, 2, and 3 mile marks, and computerized results accessible via kiosks at the event.
- Expanded offerings of popular contracted summer camps including moviemaking and engineering camps to accommodate waitlists.



Discovery campers smiling for the camera



Glastonbury Staff on Olympic Day



2016 Santa's Run participants

On the Horizon

- Replace synthetic turf field at Glastonbury High School.
- In collaboration with Glastonbury Little League and Rotary Club, renovate two girls softball fields at the high school by rebuilding one infield and installing irrigation, new dugouts, and sideline fencing.
- Install two new, pre-engineered dugouts at Smith School baseball field in partnership with Glastonbury Amateur Baseball.
- Complete alternatives study and analysis to address the need to replace the outdoor Grange Swimming Pool.
- Continue adapting fitness classes to meet resident needs by offering an ever-changing array of programs.
- In partnership with the Peter P. Monaco Detachment 40 of the Marine Corps League, install an 8 station 'stretching and fitness trail' alongside the multi-use trail at Addison Bog & Woodlands.

Physical Services

Engineering | Fleet Maintenance | Highway

Accomplishments

- Installed a third Town-owned electric vehicle charging station explicitly for Town fleet use, further reducing overall Town vehicle emissions.
- Completed design and initiated construction of a new modern roundabout at the intersection of Hebron Avenue and New London Turnpike. The resulting improvement will relieve congestion and improve safety at this busy intersection.
- Administered design and permitting associated with replacement of the Eastern Boulevard bridge. Construction initiated in Spring of 2017.
- Obtained regulatory permits, completed design, and initiated construction phase work on the rehabilitation of the entire Town Hall / Academy site.
- Performed all preparatory and restoration work associated with the Town's road paving program.
- Administered preliminary design work associated with removal of the Blackledge River dam located within Town open space. Dam removal will benefit several native fish species.
- Completed design of a second modern roundabout to be constructed at the Hebron Avenue / House Street intersection. Resultant project will resolve long-standing safety issues (see photos at right).*
- Gained regulatory permits and completed design for sidewalk projects on Addison Road and Main Street. Construction completion will improve pedestrian safety in both corridors.
- Completed specifications and design for pavement rehabilitation on Hebron Avenue between Main Street and Sycamore Street.

On the Horizon

- Provide construction inspection and administration for the Hebron Avenue / House Street roundabout.
- Complete final design plans and obtain permits for replacement of the bridge over Roaring Brook on Fisher Hill Road. Work will replace a functionally obsolete structure.
- Investigate alternatives for repair or replacement of the dam located on the Matson Hill Road Open Space parcel.
- Complete design, obtain permits, and initiate construction of a second off-road multi-use trail between Western Boulevard and House Street. Completion will provide a safe transport route for cyclists and pedestrians who would otherwise need to travel sections of State Route 94.
- Provide construction inspection and administration associated with the construction phase of the Blackledge Dam removal project.



*Photo credit: © Shoreline Aerial Photography

Public Safety

Emergency Preparedness | Fire | Police

Emergency Preparedness

Accomplishments

- Acquired lightning detection and radiological portable devices for use by specially trained staff to enhance public protection capabilities.
- Completed annual exercise (EPPI) designed to test and evaluate emergency event response from all state towns and cities.
- Supported Glastonbury and Manchester Health Departments in a 2016 pandemic exercise involving the Connecticut Division of Emergency Management and Homeland Security.
- Provided emergency communications, standard and emergency assistance, and weather monitoring during 2016 Santa's Run and Summer Music Festival.
- Participated in WTIC-AM Annual Food Drive for 21st consecutive year.
- Maintained Glastonbury's status as a federally recognized "Storm Ready Town" with the National Weather Service.
- Completed 7 additional courses from Emergency Management Institute as required by CT Division of Emergency Management & Homeland Security and FEMA.

In emergency situations, citizen updates, information, and instructions are available via Glastonbury's emergency information phone line (860-652-7578) and 24/7 on their radio station, WPII600 at 1570 AM.

Glastonbury was the first town in the state to acquire licensing for a municipal, low power emergency radio station.

On the Horizon

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



The Santa's Run annual road race event has become a Glastonbury tradition for many families!

Make sure your family is prepared!

Always be sure to keep proper supplies and first aid materials in your home for emergency situations.

Emergency Supply Kits should include:

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

First-Aid Kits should include:

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

Public Safety

Emergency Preparedness | Fire | Police

Fire Department

Accomplishments

- Firefighter John Thurz received recognition for 55 years of service
- Captain Michael Yacka of Station 2 was named 'Officer of the Year'
- 'Rookie of the Year' award was presented to Noel Roche of Station 4
- Edward "Jake" Urbansky was named The Exchange Club's 2017 'Firefighter of the Year'
- Six probationary members received their Firefighter I certification from the Connecticut Fire Academy
- Eight Firefighters completed certification requirements as Firefighter II



From left to right: Chief Michael Thurz; Captain Michael Yacka, 'Officer of the Year' and Assistant Chief Anthony Pagliughi Jr.



Chief Michael Thurz (left) stands proudly with his father John Thurz, celebrating 55 years of service.



Pictured from left to right: Chief Michael Thurz, Noel Roche, 'Rookie of the Year', and Captain Jay Cofelli.

New or Improved Processes

- Implemented iPads in a fire engine at each station, as well as the incident command vehicle. The iPads provide online access to the Department's pre-plans, hazardous materials database, and other valuable information that may be needed while responding to an emergency incident.

On the Horizon

- Replace 1991 Class A Fire Engine with a new truck, one of three 1991 service trucks to be replaced over the next two years.

Serve your Community as a Volunteer Firefighter!

Recruitment and retention continues to be a challenge for not only the Glastonbury Fire Department, but volunteer and paid on-call departments nationwide. Becoming a member of the Fire Department is a great way to serve and protect your community and the department accepts applications from those who live within a close proximity to the Town of Glastonbury. To learn more or apply today, please visit www.glastonburyfd.org.

Public Safety

Emergency Preparedness | Fire | Police

Police Department

Accomplishments

- Agent Brandon Ritchie was recognized as Glastonbury's 'Police Officer of the Year' at a banquet hosted by the Glastonbury Exchange Club. Agent Ritchie demonstrated tenacity and enormous creativity in identifying and arresting numerous individuals responsible for auto theft and vehicle larcenies during the preceding year.
- Lt. Mark Catania and Communications Supervisor, Gene Jopeck, earned Awards of Excellence for their extraordinary efforts in successfully completing the staffing and upgrading of the Department's Communications Center and radio system, as well as for leading the effort to successfully assume dispatch services for the Town of East Hampton.
- Glastonbury was recognized by SafeWise among thirty communities Nationwide to receive the 2017 'Safest Cities to Raise a Child' designation.
- Completed first phase of the multi-year effort to replace the public safety radio system, which is reaching the end of its service life.

New Programs, Services, and Activities

- Installed a Drug Drop box in the Police Headquarters' lobby where the public can deposit outdated and unneeded prescription drugs. This service reduces the chances of prescription drugs being misused or disposed of in ways which are harmful to the environment.
- After years of service, all defibrillators carried in Department vehicles were replaced to ensure the newest lifesaving units are available to Town first responders.

On the Horizon

- Continue process to replace Department's public safety radio system by replacing the microwave links, which provide the critical communication pathways to the system's widely dispersed sites.
- Conduct research to determine the most cost effective alternative to purchase or retain a managed care provider for the new radio system to replace the existing, aging system.
- Focus on establishing a more formal governance and financial structure for the regional cybercrime investigation lab.

Now Hiring!

Due to a series of retirements and injuries, the Police Department is seeking new officers to be hired and trained for a variety of positions.

If you're interested in serving and protecting your community as a member of Glastonbury's Nationally Accredited Police Department, please visit www.glastonbury-ct.gov/employment to view current openings.

Regional Cybercrime Investigation Capabilities

The Glastonbury Police Department continued to play a lead role in developing a regional cybercrime investigation capability in the Capital Region. Over the past year, personnel, equipment, and analytic software of the nine participating departments has been integrated to provide enhanced analytics skills, a greater range of analytics tools, and faster turnaround time for digital evidence analysis.

In the past year, 500+ cases were processed at the region's growing Center for Digital Investigation. This early stage effort has produced some outstanding investigative successes and demonstrated the potential high quality, enormous value, and need for investigative capabilities and analytic services to address the growing issues of cybercrime.

Sanitation

Refuse Disposal | Water Pollution Control Division

Refuse Disposal

- 7,253 waste disposal permits issued.
- 1,574 tons of refuse disposed of at Transfer Station at a disposal fee to the Town of \$100,736.
- 442 residents visited the Regional Household Hazardous Waste Facility in Manchester. This facility provides residents a free, convenient, and environmentally safe disposal location for toxic household products (e.g. gasoline, fertilizers, household cleaning products).
- The highly successful textile recycling program collected 22.7 tons of materials for the year, an average of 1.9 tons per month, which generated \$2,227 in revenue. Materials accepted include footwear, clothing, linens, and stuffed toys.
- New recycling collection tanks for used oil and anti-freeze were installed at the Transfer Station to provide improved customer accessibility and enhanced environmental controls.



**Waste Disposal
Permits Issued**



**Refuse Disposed
at Transfer Station**



**Residents used HH
Hazardous Waste Facility**



**Textiles
Recycled**

Water Pollution Control Division

- Processed 709.3 million gallons of wastewater, an average of 1.94 million gallons per day, at the Water Pollution Control Facility (WPCF). This produced 2.62 million gallons of sludge for ultimate disposal.
- WPCF discharged an average of 63 pounds per day of nitrogen in the effluent to the CT River, which is a 35 lb/day reduction to the allowed permitted requirement of 98 lbs. This increased level of treatment produced an annual overall reduction of 12,775 lbs. of nitrogen to the river, as compared to our permitted level.
- Continued to maintain a sewer use billing rate within lowest quarter percentile amongst other CT facilities with similar populations served.
- Completed a comprehensive energy audit of the WPCF, which resulted in upgrading all lighting to LED fixtures and additional energy efficiency improvements to equipment & systems planned. Capital costs provided through energy efficiency incentive rebates.
- Commenced engineering design work for replacement of the Cider Mill Pump Station, initially put into service in 1979.
- Received CT Department of Energy & Environmental Protection (DEEP) approval of Glastonbury's Sanitary Sewer Master Plan, a plan which provides a comprehensive sanitary sewer system evaluation and long term needs assessment for a 20 year planning period.

Registrars of Voters

Accomplishments

- Lisbeth Becker, Republican, and Charlie Murray, Democratic, achieved designation of Certified Registrar of Voters by completing 8 classes hosted by the UCONN School of Business and passing a state exam. Secretary of the State, Denise Merrill, presented the diplomas awarded by Connecticut Information Technology Institute at the Registrar of Voters Association of Connecticut (ROVAC) 2017 Spring Conference (see photo at right).
- Actively participated in the ROVAC group with Charlie Murray serving as Chairperson of the Hartford County Nominating Committee.
- Lisbeth Becker served as Chairperson of the ROVAC Technology Committee, which works with the Secretary of State's office to streamline registration & election systems and reporting processes.



New or Improved Processes

- Introduced a public workstation in the office for residents to establish or revise their voter registration information through the CT Secretary of the State's voter registration system. This web-based option is also available from any computer with internet access.
- Relocated Registrars of Voters office next to Town Clerk' office on the ground floor of Town Hall. Registrars and Town Clerk staff work closely together during election periods and the close proximity encourages more efficient collaboration.

Activity Indicators

Glastonbury voters are part of a statewide database known as the Connecticut Voter Registration System. The Registrars work cooperatively with other states, towns, and the Secretary of the State to maintain the integrity of the database. Such efforts include an annual canvass of voters and resident responses help ensure voting lists are accurate for elections.

This past year, the Registrars' office validated **753 current voter addresses** and **updated approximately 40 voter entries** through the ERIC program. ERIC is a national system that works to ensure the integrity of voter databases through cross-state information sharing. Connecticut is one of 13 states currently participating in this program.

DMV and Voter Registration

In accordance with Federal Election legislation, the Department of Motor Vehicles (DMV) is now actively involved in voter registration. For residents who have obtained a new or renewed driver's license, the DMV and AAA have introduced a new step in their process inviting every person to register to vote.*

Registrars have been working with the DMV to ensure that all Connecticut residents are able to easily register to vote, register in a new town, and change their last name, address, and party affiliation. Both Registrars have participated in planning sessions as part of Phase II incorporation of additional features in the DMV Registration process and look forward to continuing the conversation.

**If a person is already registered, they do not need to re-register. That person must, however, acknowledge in writing that they did not wish to participate.*

Registrars of Voters Continued

ELECTION COVERAGE



In anticipation of the General Election, the state introduced a new streamlined voting process for those with disabilities in October 2016. The Registrars received direct training and conducted additional training for Election Poll Moderators to ensure accessibility for all voters. The new machines were available in all polling locations and at the Election Day Registration location. 2016 was also an important year in the election cycle with a Presidential Primary and Presidential Election, and the Registrars' Office took proactive steps for the projected above average volume of voters including:

- Recruited ~36 new workers to supplement existing staff and volunteers to sufficiently staff polls.
- Trained ~100 workers as Moderators, Assistant Registrars, Checkers, Ballot Clerks, and Tabulator Tenders.
- Experienced an influx of residents interested in participating in the 2016 Presidential Election and saw an increase of 1,670 new voters over a 2 month period.
- Held Election Day Registration at the Riverfront Community Center (RCC) in anticipation of increased voter volume for Presidential Election year. With assistance from Glastonbury IT, Facilities, and RCC staff, the Registrars ran a successful registration and voting location, which allowed 315 additional people to register & vote on Election Day. Poll workers were able to accommodate the higher volume due to pre-planning, teamwork, and training. Registrars' staff included 12 people working full & part-time, from 5:00a.m. - 9:00p.m., to ensure everyone was able to vote.
- Voting base increased by 9% to 23,400 registered voters. Glastonbury's turnout in the general election was approximately 85.41%, slightly lower than the 2012 turnout (86%), although overall voter figures increased.

On the Horizon

- The Registrars are working with the Secretary of State's (SOTS) office to improve and streamline the Election Management System used to report end of the night results.
- The firm who designed the accessible voting system (IVS) is continuously working on ways to enhance its performance and usefulness. Through their involvement with the ROVAC Technology Committee, SOTS, and IVS, the Glastonbury Registrars will be involved in discussions for expanded uses and consideration to improve system efficiencies.
- Continue discussions on the Poll Books program, an electronic means of checking off voters and providing real time information regarding voter turnout.
- Consider various types of downloadable forms for voters to communicate with this office, particularly to notify us of a change of address within or out of town.

Financials

**TOWN OF GLASTONBURY - GENERAL FUND
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
BUDGETARY BASIS - BUDGET AND ACTUAL - GENERAL FUND
FOR THE YEAR ENDING JUNE 30, 2017**

	Budgeted Amounts		Variance with Final Budget	
	Original	Final	Actual	Positive (Negative)
REVENUE				
Property Taxes	141,825,612	141,825,612	142,041,710	216,098
Licenses and Permits	956,200	956,200	1,447,584	491,384
Intergovernmental	8,807,118	9,767,389	9,719,044	(48,345)
Charges for Services	1,589,350	1,608,150	1,855,146	246,996
Investment Income	275,000	275,000	326,348	51,348
Other Revenue	1,824,461	1,824,461	2,320,513	496,052
Total Revenues	155,277,741	156,256,812	157,710,345	1,453,533
EXPENDITURES				
General Government	3,178,714	2,995,871	2,943,450	52,421
Community Development	1,876,666	1,908,466	1,881,332	27,134
Administrative Services	6,449,580	6,941,823	6,784,987	156,836
Public Safety	12,869,886	12,932,963	12,774,935	158,028
Physical Services	6,648,424	6,752,142	6,734,016	18,126
Sanitation	767,192	768,745	732,410	36,335
Human Services	2,974,002	2,899,905	2,792,577	107,328
Liesure/Culture	5,316,366	5,328,799	5,172,573	156,226
Contingency	175,000	-	-	-
Education	101,341,911	102,474,332	101,370,626	1,103,706
Debt Service	9,210,000	9,010,000	8,984,959	25,041
Total Expenditures	150,807,741	152,013,046	150,171,865	1,841,181
Excess (Deficiency) of Revenues over Expenditures	4,470,000	4,243,766	7,538,480	3,294,714
Other Financing Sources (Uses)				
Transfers in	575,000	3,701,234	-	(3,701,234)
Transfers out	(5,045,000)	(7,945,000)	(7,945,000)	-
Total Other Financing Sources (Uses)	(4,470,000)	(4,243,766)	(7,945,000)	(3,701,234)
Net Change in Fund Balance	-	-	(406,520)	(406,520)
Fund Balance at Beginning of Year			27,062,231	
Fund Balance at End of Year			<u>\$26,655,711</u>	

Financials

TOWN OF GLASTONBURY, CONNECTICUT
 GENERAL FUND: COMPARATIVE BALANCE SHEET
 JUNE 30, 2017

ASSETS

Cash and cash equivalents	\$31,383,682
Receivables:	
Property Taxes	953,632
Other	343,065
Inventory	197,871
Due from other funds	-
Other assets	<u>20,757</u>
Total Assets	<u>\$32,899,007</u>

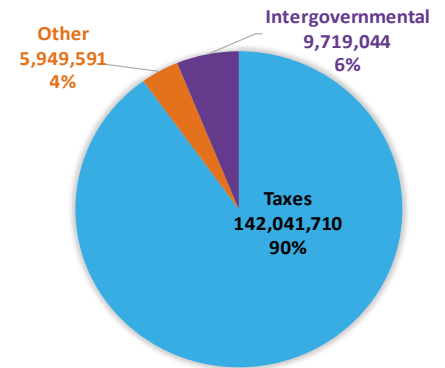
LIABILITIES AND FUND BALANCE

Liabilities:	
Accounts and other payables	\$4,493,445
Due to developers for escrow deposits	676,073
Due to other funds	-
Due to others for escrow deposits	96,833
Unearned revenue	46,564
Deferred revenue and advance tax payments	930,381
Total Liabilities	<u>6,243,296</u>
Fund Balance:	
Nonspendable	218,628
Restricted	-
Committed	-
Assigned	2,121,442
Unassigned	<u>24,315,641</u>
Total Fund Balance	<u>26,655,711</u>

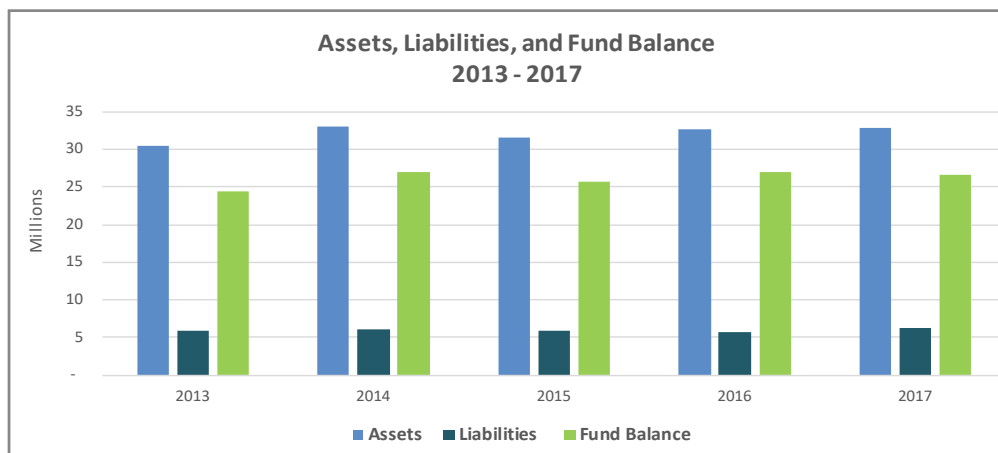
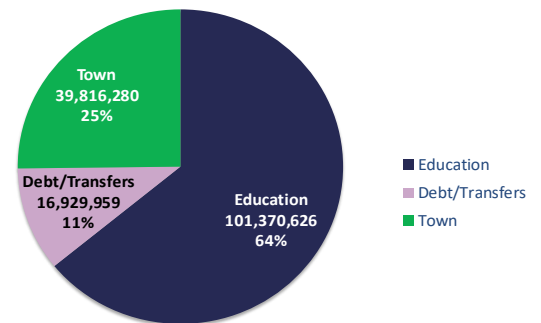
Total Liabilities and Fund Balance **\$32,899,007**

2017

2016/2017 REVENUES



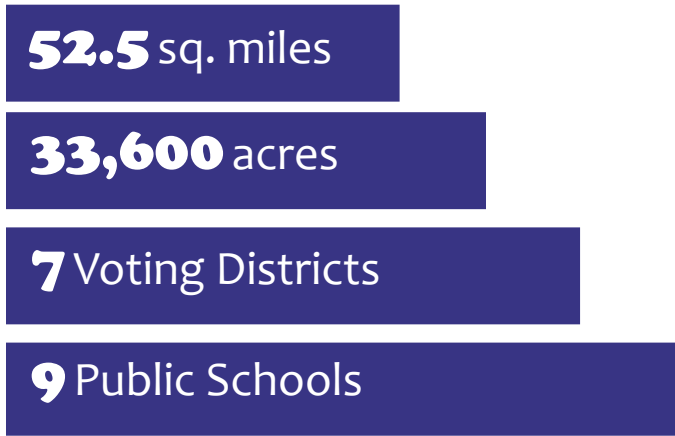
2016/2017 EXPENDITURES



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

Town Profile

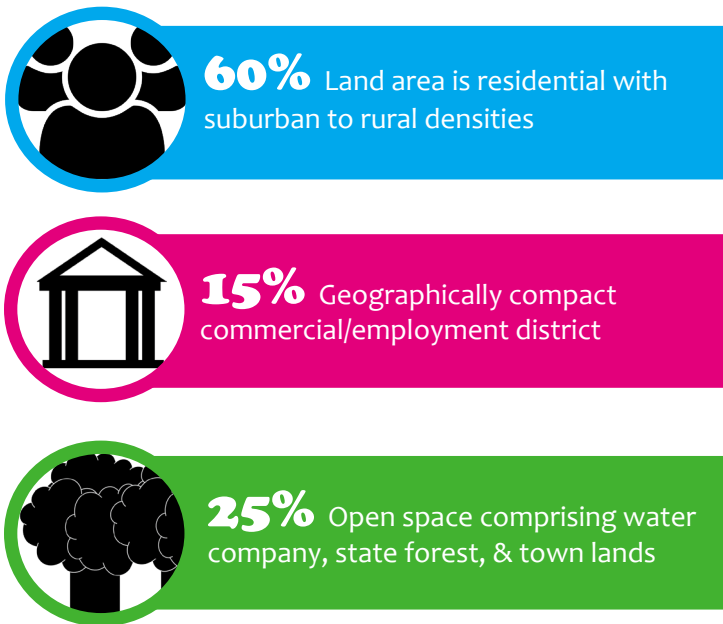
Glastonbury is located 10 miles southeast of Hartford, south of Route 3, and east of the CT River and Interstate 91. Glastonbury has a population of approximately 34,661 and is served by the Central CT Regional Planning Agency and the Capitol Region Council of Governments (CROG).



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

Land Use*

*Figures are approximations



Financial Info

Net Grand List	Tax Rate	RE/PP		MV	
		2015	2016	2015	2016
\$3,915,070,219	July 2016:	36.40	34.60	34.60	34.60
\$3,969,656,178	July 2017:	37.45	32.00	32.00	32.00

Form of Government

Town Council, Town Manager, Board of Finance

Town Manager

Richard J. Johnson - 860-652-7500

Town Council 2016 - 2017

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

State Representatives

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

State Senator

Steve Cassano (D) (860) 240-5302

U.S. Senators

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

U.S. Congressmen

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

Elected/Appointed Officials

ELECTED OFFICIALS

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

*Additional member during revaluation year(s)

APPOINTED OFFICIALS

Agricultural Advisory Committee

Mario Accornero
Richard Ferrari
Deborah McIntosh
Michael Longo

Building Board of Appeals/Code Review Committee

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

Capitol Region Council of Governments

Stewart "Chip" Beckett III

Central Regional Tourism District AKA River Valley/Connecticut

Donald B. Reid

Commission on Aging

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

Community Beautification Committee

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

Connecticut River Assembly

Manish Gupta

Conservation Commission

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

COX Cable Advisory Council

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

Economic Development Commission

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

Ethics Commission

James Hagen
Al Herzog, CH
Nancy Thomas
Vacancy
Angela Bull

Alternates:

Anthony Gesnaldo
Brooke Oppenheimer

Fair Rent Commission

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

Fine Arts Commission

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

Great Pond Stewardship Committee

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

Historic District Commission

Robert Hale
Barbara Theurkauf, CH
Henry von Wodtke
Robert J. Zanolungo
Geoffrey Dellenbaugh

Alternates:

Brian Chiffer
Brian Davis
Jane Fox

Housing Code of Appeals

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

Human Relations Commission

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

Incorporators/Free Academy

Richard Bowden
William Wulftange
Karen Fecko
Susan Motyka, President

Insurance Advisory Committee

Robert J. Hager, CH
Stephen J. Ludwig
David Hoopes
William Wulftange
Ronald Strine
Ben Kehl
Christopher Griffin

Personnel Appeals Board

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

Poet Laureate

Ms. Alexandrina Sergio

Public Buildings Commission

Charles (Chip) I. Manzeglio, CH
Lisbeth Becker
Stephen Shipman
Matthew Saunig
Suzanne S. Galvin

Liaisons:

Rosemary Coggeshall (Bd. Of Ed.)
Gus Constantine (Bd. Of Fin.)

Public Housing Authority

Evan Seretan
James F. Noonan
Carl Stenman
Zelda Lessne, CH
Judith Jaskulski

Recreation Commission

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

Town Plan & Zoning Commission

Keith S. Shaw
Patricia V. Low
Raymond Hassett
Michael Botelho
Jay Boothroyd
Sharon H. Purtill, CH

Alternates:

Scott Miller
Anne George
Lawrence Niland

Water Pollution Control Authority

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

Welles Turner Library Board

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

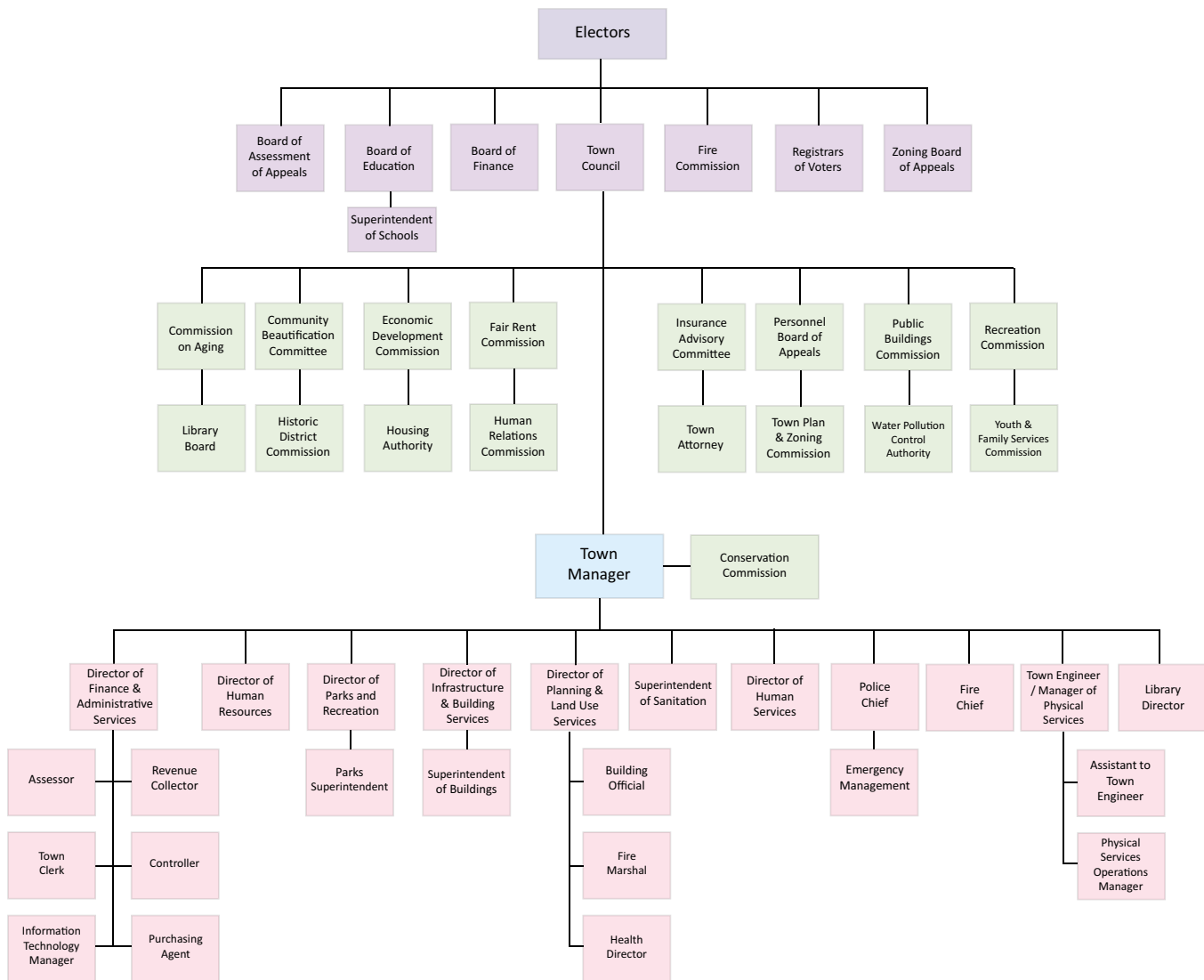
Youth & Family Services Commission

Lisa Mandeville-McGeough
Pamela Crouch
Diana Levisky
Angela Phelan
Natalie Cook
Tricia Dougherty, CH.
Bonnie Fierravanti

Non-Voting Members:

Rosemary Coggeshall, Board of Ed.
Officer Kreg O'Brien, Glast. P.D.

Organizational Chart



Administration

The following Directors held these positions as of June 30, 2017

Town Manager - Richard J. Johnson

Interim Chief of Police Services - Chief Thomas Sweeney

Interim Director of Finance & Administrative Services - Gregory Simmons

Director of Planning & Land Use Services - Khara Dodds

Town Engineer/Manager of Physical Services - Dan Pennington

Director of Human Resources - Sherri Tanguay

Resident Resources

Community Events

View Town-organized events on our online [Events Calendar](#) and filter by category or Department of interest!

Events organized by the CT River Valley Chamber of Commerce can be viewed at www.crvchamber.org.

Programs and Activities

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

Town Services

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

Helpful Contact Information



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

Meeting Minutes/Agendas



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

Stay up to date with eNotify!



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

Glastonbury is on Facebook!

Follow specific departments for the info you want most.

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

Town Hours of Operation

Town Hall: 8:00am - 4:30pm (Monday - Friday)

Transfer Station: 7:00am - 3:00pm (Tuesday - Saturday)

Bulky Waste Facility: 7:00am - 3:00pm (Monday - Saturday)

Resident Resources Cont'd

Key Contacts - Glastonbury Public Schools

Central Office

	Contact Person	Phone
General Information		860-652-7961
Superintendent of Schools	Alan Bookman	860-652-7951
Assistant Superintendent	Matthew Dunbar	860-652-7965
Assistant Superintendent	Rosemary Tralli	860-652-7963
Administrator for Pupil Services	Anita Russell	860-652-7971
Transportation Coordinator	Angelo Balesano	860-652-7295

Curriculum

	Director	Phone
Art	Cindy Parsons	860-652-7954
Athletics	Trish Witkin	860-652-7200 ext 2116
Career & Technical Education	Jill Carey	860-652-7200 ext 2002
Foreign Language and ELL	Rita Oleksak	860-652-7954
Health & Physical Education	Ann Marie Colebrook	860-652-7958
History & Social Sciences	Ilene Viner	860-652-7967
Language Arts/Reading/Library Media (K-6)	Joanne St. Peter	860-652-7967
Secondary English/Library Media (7-12)	Kate Lund	860-652-7200 ext 1050
Mathematics	Caroline Quinn-Alger	860-652-7975
Music	Patricia Lignelli	860-652-7975
Special Education	Diana Kelley	860-652-7971
School Counseling	Edward Gregorski	860-652-7200 ext 1800
Science	Christine Tedisky	860-652-7200 ext 2002

School

	Principal	Phone
Glastonbury High School	Nancy Bean	860-652-7200 ext 1025
Smith Middle School	James Gregorski	860-652-7040
Gideon Welles School	Scott Hurwitz (Acting Principal)	860-652-7800
Buttonball Lane School	Kent Hurlburt	860-652-7276
Eastbury School	Janet Balthazar	860-652-7858
Hebron Avenue School	Linda Provost	860-652-7875
Hopewell School	Kathleen Murphy	860-652-7897
Naubuc School	Mike Litke	860-652-7918
Nayaug School	Kristine Garofalo	860-652-4949

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

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