



Town of Glastonbury

2155 MAIN STREET • P.O. BOX 6523 • GLASTONBURY, CT 06033-6523 • (860) 652-7500
FAX (860) 652-7505

Richard J. Johnson
Town Manager

ITEM #7
11-12-2019 Meeting

November 22, 2019

The Glastonbury Town Council
2155 Main Street
Glastonbury, CT 06033

Re: Town Manager's Report

Dear Council Members:

The following will keep you up to date on various topics.

1. **2nd Annual Holiday Fair**

The 2019 holiday fair at the Glastonbury Boathouse is scheduled for December 7th from 11:00 a.m. to 2:00 p.m. The event will include holiday crafts, refreshments, cookie decorating, shopping opportunities with local merchants and a chance to meet Santa and Mrs. Claus. There is no entrance fee for this program, however, there will be items and select activities available for purchase. We have been in discussions with Kol Haverim and are awaiting their confirmed participation to include a Hanukkah activity.

2. **Santa's Run**

The Santa's Run 5K road race will be held beginning at noon at Glastonbury High School on December 8th (snow date December 15th).

3. **Budget Document**

I am pleased to advise the Town budget document for fiscal year 2019-2020 is awarded the Distinguished Budget Presentation by the Government Finance Officers Association (GFOA). As you know, Glastonbury also is recognized with the Certificate of Excellence in Financial Reporting. Both represent the highest form of recognition in municipal budgeting and financial reporting. Congratulations to all.

4. **Roundabouts**

Council Member Beckett asked a question on accident history before and after construction of roundabouts along Hebron Avenue. The following confirms a 60% and 30% reduction in accidents respectively at the two intersections.

Hebron and House:

- 01/01/2015-11/8/2018 Pre-construction: 39 accidents (approximately 10/year)
- 11/9/2018-11/14/2019 Post-construction: 4 accidents (approximately 4/year)
- Translates to approximate 60% decrease in accidents

New London Turnpike and Hebron:

- 01/01/2015-10/11/2017 Pre-construction: 14 accidents (approximately 5/year)
- 10/12/2017-11/14/2019 Post-construction: 7 accidents (approximately 3.5/year)
- Translates to approximate 30% decrease in accidents

5. **Public Water Service**

Council is asked to appoint representatives to the working group established for the potential to extend public water service in Town to areas experiencing high levels of uranium in private residential wells. This includes funding opportunities and developing a potential project scope, cost and schedules.

6. Town Staff Appreciation

Recent thank you notes to Town staff are attached for your information.

7. Building Zone Regulations – Building Heights

Text amendments based on recent discussions have been presented to Town Plan and Zoning. TP&Z is reviewing a number of development proposals. Accordingly, I would expect a recommendation in early 2020.

8. Census

By action in February of this year, Lt. Governor Bysiewicz established the Complete Count Committee to inform and coordinate Connecticut's efforts in the 2020 census. As part of this, cities and towns are asked to establish a local volunteer Complete Count Committee to work with U.S. Census staff to ensure everyone in Connecticut is counted. I wanted to make Council aware of this matter for action as applicable.

9. Budget Schedule

The following tentative dates are suggested for Budget meetings over coming months:

Meeting	Date	Time	Location
Annual Capital Improvement Workshop	Wednesday, January 15 th Thursday, January 16 th	6:00 p.m.	RCC
Annual Town Meeting	Thursday, January 23 rd	7:00 p.m.	Council Chambers
Budget Workshop (Town Operations)	Tuesday, February 25 th (Regular Council Meeting)	6:00 p.m.	Council Chambers
Budget Workshop (Board of Education)	Week of March 2 nd	6:00 or 7:00 p.m.	Council Chambers
Final Budget Public Hearing and Action	TBD - Special Meeting week of March 16 th or Regular Council Meeting of Tuesday, March 24 th	7:00 p.m.	Council Chambers


10. Building Zone Regulations - Subdivisions

The Town Attorney has been asked to comment on the opportunity to amend the Building Zone or Subdivision Regulations to identify high levels of uranium in private wells proposed for new residential projects. Basically, to understand if private wells for a new subdivision will be faced with high levels of uranium and how to best regulate.

11. Public Notices

A question was recently asked on the ability for non-profit organizations to publish events at Town facilities. Current protocol is for the Town to promote non-Town sponsored, non-profit programs if the program benefits Glastonbury residents. Publicity is handled through the Town's website, e-notify, Facebook and newly introduced bulletin board at Town Hall. Those interested should contact Kathryn Paguette, who coordinates Marketing and Communications for Town operations.

Sincerely,



Richard J. Johnson
Town Manager

The Town of Glastonbury recognizes the importance of providing the highest level of service to all residents and visitors to Town offices and programs. With this in mind, I will appreciate hearing from you concerning your experience when visiting Town offices/facilities. Please take a moment to offer your comments and suggestions in the space below.



Richard J. Johnson
Town Manager

RECEIVED
2019 OCT 17 PM 3:04
TOWN MANAGER

GLASTONBURY CUSTOMER SATISFACTION SURVEY

1. Please provide date and department(s) you visited:
Date 9/20/19 Department(s) Officer Gilette
2. Were you greeted promptly and courteously? Yes No
3. Did you receive the information or help you needed? Yes No
4. Please tell us the main purpose of your visit to the Town facility: I am working w/ Officer Gilette - A name aide provider has stolen 3 diamonds rings.
5. Please rate the overall quality of information/help you were given:
 Excellent Very Good Average Below Average Unsatisfactory
6. Please share any comments or suggestions which would help us improve our service to the public. Note as we have just begun - However I would like to be informed immediately - so I can keep abreast of my case.
Feel free to include your name, address, and telephone number in the space provided:
Majorie Sarasin; 24 Suffolk Rd So. Glastonbury, CT (860) 659-2069
Off. Gilette left me their evening w/ much confidence and helped put me at ease.

Thank you for sharing your thoughts with us.
Simply tear this card at the perforation and drop the postage paid survey in the mail.

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Richard J. Johnson
Town Manager

RECEIVED
2019 OCT -8 AM 11:50
TOWN MANAGER

GLASTONBURY CUSTOMER SATISFACTION SURVEY

1. Please provide date and department(s) you visited:
Date 9-19-19 Department(s) Purchasing, Engineering
 2. Were you greeted promptly and courteously? Yes No
 3. Did you receive the information or help you needed? Yes No
 4. Please tell us the main purpose of your visit to the Town facility: Bid Proposal
 5. Please rate the overall quality of information/help you were given:
 Excellent Very Good Average Below Average Unsatisfactory
 6. Please share any comments or suggestions which would help us improve our service to the public.
- Feel free to include your name, address, and telephone number in the space provided:
DAVID HENKMAN
CHOVER CONSTRUCTION COMPANY

Thank you for sharing your thoughts with us.
Simply tear this card at the perforation and drop the postage paid survey in the mail.

The Town of Glastonbury recognizes the importance of providing the highest level of service to all residents and visitors to Town offices and programs. With this in mind, I will appreciate hearing from you concerning your experience when visiting Town offices/facilities. Please take a moment to offer your comments and suggestions in the space below.

RECEIVED
2019 OCT 29 AM 11:32
TOWN MANAGER



Richard J. Johnson
Town Manager

GLASTONBURY CUSTOMER SATISFACTION SURVEY

Please provide date and department(s) you visited:

Date 10-29-19 Department(s) Purchasing

Were you greeted promptly and courteously? Yes No

Did you receive the information or help you needed? Yes No

Please tell us the main purpose of your visit to the Town facility: Bid Hearing

Please rate the overall quality of information/help you were given:

Excellent Very Good Average Below Average Unsatisfactory

Please share any comments or suggestions which would help us improve our service to the public. Bids were read repeatedly at a bid tab sheet was made! Very helpful!

Feel free to include your name, address, and telephone number in the space provided:

Donna Cardona
63 Fucci New Haven

Thank you for sharing your thoughts with us.
Simply tear this card at the perforation and drop the postage paid survey in the mail.

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RECEIVED
2019 OCT 29 AM 11:32
TOWN MANAGER



Richard J. Johnson
Town Manager

GLASTONBURY CUSTOMER SATISFACTION SURVEY

Please provide date and department(s) you visited:

Date 10/29/19 Department(s) Purchasing

Were you greeted promptly and courteously? Yes No

Did you receive the information or help you needed? Yes No

Please tell us the main purpose of your visit to the Town facility: Bid Opening

Please rate the overall quality of information/help you were given:

Excellent Very Good Average Below Average Unsatisfactory

Please share any comments or suggestions which would help us improve our service to the public.

Feel free to include your name, address, and telephone number in the space provided:

Cathy Jensen representing B+W Paving
316-640-2990

Thank you for sharing your thoughts with us.
Simply tear this card at the perforation and drop the postage paid survey in the mail.

susan lauzier

Subject: FW: Kudos to Greg Foran

Sent: Sunday, November 10, 2019 10:53 AM
To: Gregory Foran <gregory.foran@glastonbury-ct.gov>
Subject: Thank You!

Hi Greg!

I have written Jason Albert a “Thank You” for his quick response to our call for help on Friday morning, but I wish to send a special “Thanks” to you also.

You were very kind to put me in contact with Jenna Turner several months ago. My wife and I are so grateful for the patience, kindness and goodness Jenna has shown us regarding the tree problem that I brought to your attention back then.

Through my multiple conversations with Jenna and my experience on Friday morning, I learned that you, Jason and Jenna work well together as a team, and Together Everyone Achieves More - and that’s great for Glastonbury. Keep up the good team work. It’s greatly appreciated.

Two words that are simple to say but not said enough: THANK YOU!

God’s blessing to you, Greg.

Victor Palazzo

susan lauzier

Subject:

FW: Kudos to Jason Albert

Sent: Sunday, November 10, 2019 10:58:13 AM

To: jason albert

Subject: Thank You!

Hello Jason!

Well, I just don't know how to thank you enough for all your help. Both my wife and I are filled with gratitude. You were an angel who was there to lend a hand when we needed one.

Thank you so much for your quick response to our call for help on Friday. A big cavity was exposed when that tree cracked and shed some of its' bark. That exposed cavity made us feel like there was a black cloud sitting over our heads and we knew it would rain, but didn't know when – in other words, that big and heavy tree was coming down.

Not only that, but it was a windy morning too! And located on one of the busiest streets in Glastonbury with runners who use the northbound tree side, and the number of school walkers and school buses and so many others who travel on Buttonball Lane, safety was a big concern.

Again, thank you for your prompt action and your call to Jenna Turner. You and Jenna were a GODSEND during the most dangerous and uncomfortable time. She telephoned me immediately after her conversation with you with the message that help was on the way and not to worry.

Thanks again, Jason, a million. Because of you and Jenna and her professional work crew, we're breathing a lot easier now on Buttonball Lane.

God's blessing to you, Jason.

Victor Palazzo

susan lauzier

Subject: FW: a note of thanks

Sent: Wednesday, November 20, 2019 9:41 AM

To: Gregory Foran <gregory.foran@glastonbury-ct.gov>

Subject: a note of thanks

Dear Mr. Foran,

I recently had some issues with dead trees and precarious limbs on/near my property. I placed a request online to the town to have the trees evaluated. I was so pleasantly surprised to see that within a few days a town's person came out to my home evaluated the trees of concern and had them taken down. I am very grateful for the town's responsiveness to my concerns. We are new to town and still getting the lay of the land so o speak. I was very impressed and wanted to pass on a note of thanks. Hope your Holidays are healthy and happy. Thank you for serving our community.

Sincerely,
Julie Cameron

susan lauzier

Subject:

FW: A CITIZEN THANK YOU

From: Carolyn Bissell

Sent: Thursday, October 3, 2019 3:33 PM

To: Marshall Porter <marshall.porter@glastonbury-ct.gov>; Michael Magrey <michael.magrey@glastonbury-ct.gov>

Subject: A CITIZEN THANK YOU

Good Afternoon Chief and Ofc. Magrey,

I very sweet woman by the name of [REDACTED] just stopped by the lobby and asked me to convey a very heartfelt thank you to you both...

Chief: For your very prompt response, care and concern after her husband's wallet was stolen while traveling in Europe. Your kindness helped them through an emotional and scary time.

Ofc. Magrey: For the articles you are putting into the Glastonbury Citizen that are extremely helpful and show how much you care about the community.

I asked her a couple of times if she would like to see or speak with either of you and she insisted on conveying her thanks this way.

This is just another reason why I love where I work! Thank you from me as well 😊

Carolyn

Carolyn Bissell

Records Division

Glastonbury Police Department

2108 Main Street

Glastonbury, CT 06033

860-652-4225

Mon - Fri 7:30am - 3:30pm

carolyn.bissell@glastonbury-ct.gov

Chief Porter

My wife and I cannot thank you enough for helping us with the escort for the ride. It's a very difficult situation to deal with but when we get help from several police departments to help out it shows that people do care like yourself and your police officers. The event turned out great again. I don't know what I can do for you but if there is anything please let me know. Thank you and your officers again. Be safe. There are more people than not that appreciate what you do to keep everyone safe.

Sincerely

[REDACTED]