



# Town of Glastonbury

## Annual Report FY2019

2155 Main St. | (860) 652-7710 | [www.glastonbury-ct.gov](http://www.glastonbury-ct.gov)



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## Town Council: Message from the Chairman



Dear Glastonbury Residents,

Glastonbury celebrated its 325th birthday in 2018 with an old-fashioned town party with fireworks (no less) at the Riverfront Park. While Connecticut's economic fortunes have suffered since the Great Recession of 2009, Glastonbury has continued to grow. In large part, this is due to the high standards the Town has in regards to land development, its interest in maintaining a vibrant farming community, and in its purchase of forest land and the preservation of farmland via development rights.

As noted last year, Glastonbury continues to seek to acquire the several hundred acres of land known as the MDC property. The "Fates" willing, this will come to fruition in the coming year. If indeed this happens, it will bring to a close Town actions to acquire this land that date back to the 1960s.

This year saw the voters approve at referendum the expansion of the Welles-Turner Memorial Library. Typical of Glastonbury, its residents raised in excess of \$1 million to be used in constructing the addition.

Each year brings with it a new set of challenges. The inevitable struggle is balancing the needs – some would say unnecessary wants – of the citizenry against being not only fiscally, but environmentally responsible. I have no doubt but that this tension will continue into the next year. Hopefully this Council will make decisions that 50 years from now will be seen as wise and foresighted rather than dumb and shortsighted. Time will tell.



Sincerely,

Thomas Gullotta  
Chairman, Glastonbury Town Council



## Town Attorney: Shipman & Goodwin, LLP



Shipman & Goodwin LLP served as Town Attorney to the Town of Glastonbury during the fiscal year 2018-2019. 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, real estate, and litigation matters. We have served as legal advisor and have appeared for and defended the rights of the Town in 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. We have been actively involved in providing counsel and advice to the Town regarding energy procurement and health insurance matters. 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 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.



# Town Manager Report



Dear Glastonbury Resident,

This past year was highly successful in Glastonbury. I am pleased to have the opportunity to highlight examples of the many accomplishments presented throughout this annual report.

**State and National Recognition** - As in prior years, Glastonbury again received state and national recognition for a number of initiatives. Examples include:

- Selected as 1 of 5 communities statewide to earn the Silver (highest) designation in the inaugural Sustainable CT certification program. Glastonbury successfully met the extensive program requirements, which included 10 categories of action items ranging from purchasing policies to energy efficiency, housing, land preservation, and a host of other sustainable programs and best practices.
- The Senior Center component of the Riverfront Community Center was reaccredited by the National Institute of Senior Centers (NCOA/NICS) for the 5 year term ending in 2023. Glastonbury is 1 of roughly 120 facilities nationwide to receive this prestigious designation.
- Selected as the 262 community country-wide to enroll in the AARP network of Age-Friendly Communities. This designation will help focus efforts throughout the Town organization to help make Glastonbury a “livable community” for persons of all ages.
- A number of Town and School facilities were recognized with the EPA Energy Star certification for energy efficiency including Buttonball and Hebron Avenue Schools. Ongoing energy efficiency improvements at Town Hall contributed to a score of 92, as compared to a score of 80 when the facility first received this designation.
- Continuing efforts to provide equipment, training, and resources that support a healthy community earned the Town a renewed HEARTSafe community certification. This designation will carry forward over the next 3 years.

**Capital Infrastructure** - A number of capital infrastructure projects involving Town and School facilities were completed, continued, or initiated over the past year including:

- Air conditioning of Elementary School classrooms - Completed on time and within budget for the start of the 2018 - 2019 school year.
- Completed reconstruction of the Hebron Avenue corridor between Main and Sycamore Street. This grant-funded project supports efficient traffic circulation, improved aesthetics, and concludes necessary maintenance to this vital traffic corridor.
- The new Town Hall Customer Service Center opened in the fall of 2018 to offer one-stop-shopping for community members. The new center provides numerous services for Town Hall visitors including obtaining a pool pass or refuse permit, notary services, voter and program registration assistance, and a host of other services. Efforts are ongoing to provide additional efficiencies and customer service improvements.

In looking ahead, several capital projects will begin or continue over the coming months including:

- Construction of a multi-use trail between Western Boulevard and House Street is scheduled to begin in 2020 and is approved for 100% grant funding.
- Design of improvements, additions, and renovations to Welles-Turner Memorial Library (WTML) is well underway with bidding and initial construction projected in the coming year. This project will receive over \$2,000,000 in grant funding and community support.
- Subject to final design and permitting, the final phase of the Main Street sidewalk project will proceed in 2020. This final connection extends between Mallard Drive and Stockade Road and is approved for \$300,000 in state grant assistance. Also subject to final design and permitting, the Fisher Hill Bridge project is scheduled for construction in 2020 and approved for some 80% grant reimbursement.
- The Gideon Welles School heating & cooling project is in progress with the goal of completion by 2019 calendar year end.
- A new project this year involves a multi-year initiative to trim and remove street trees damaged by invasive species, (e.g. the Emerald Ash Borer), and historic drought conditions over recent years. Property owners will be afforded the **opportunity to donate trees** to replace those removed through this program.

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# Town Manager Report Continued

**Plan of Conservation & Development (POCD)** – The POCD serves as a comprehensive guide to planning, development, and conservation activities throughout the community. Through a series of community workshops and public meetings, this 10-year planning document was finalized and published this year and included a number of formatting changes to improve readability and understanding.

**Economic Development** - New and updated economic development continues throughout the various commercial zones. Spanning from 2013 to present day, this new and renovated space is approaching 1 million square feet. Glastonbury continues to attract and retain high quality and successful economic development.

**Budget and Financial Management** - Consistent with prior years, the Government Finance Officers Association (GFOA) recognized Glastonbury’s ongoing Excellence in Financial Reporting and once again, Standard & Poor’s and Moody’s Investors Service reaffirmed the Town’s AAA/Aaa Bond Ratings. The Town’s financial management policies and practices were also rated highly again by bond rating agencies. Over recent years, the Town has refinanced existing debt to achieve significant prospective cost savings. A refunding of \$4.1M was issued over the past year to achieve a \$250,000+ savings in debt service costs over years 2019 - 2026. As with prior refunding, a successful result.

### Community Events:

**325th Celebration** - In September 2018, Glastonbury organized a celebration to commemorate the Town’s 325th anniversary, which featured live music, local vendors, food trucks, children’s activities, a fireworks show, and many other activities for residents of all ages. Town staff generated \$25,000 in donations to provide this highly successful event at no cost to community members.

**Riverfront Park & Boathouse** – This facility continues to be a focal point of activity for visitors of all ages and interests. Proximity to the Connecticut River makes the park and Boathouse a unique and special asset for Glastonbury. The Boathouse serves as the location for a variety of special events and activities and use continues to grow significantly each year. In December 2018, the Town sponsored the first annual Holiday Fair in the Boathouse banquet hall, which was very well attended. This was followed by a Spring Fair in April 2019, which was also well received by attendees and vendor participants. Efforts continue to support activities at the Riverfront Park and Boathouse, which in turn create revenue opportunities for the downtown business community.

As always, work is ongoing to provide high quality, cost effective municipal services including technology, energy efficiency, process improvements, and cooperative efforts with neighboring communities. Efficiency improvements through machinery, equipment, purchasing economies, and a host of other organization-wide efforts to effectively manage costs and operating efficiencies are continuously evaluated.



The examples mentioned above and outlined throughout this report clearly demonstrate that there is much to be proud of in the Glastonbury community and the Town is well-positioned for continued success in the coming years. I want to express my sincerest thanks and congratulations to all who helped realize another successful year in Glastonbury. ”

Sincerely,

A handwritten signature in blue ink that reads "Richard J. Johnson". The signature is fluid and cursive, written over a light blue circular stamp that is partially obscured.

Richard J. Johnson  
Town Manager

## FY2019 Highlights



### Sustainable CT Awards

This year, Glastonbury earned the Silver (highest) designation from Sustainable CT in its inaugural certification program, which was granted to communities who successfully completed action items from 10 sustainability categories. The Director of Land Use and Planning Services and Marketing and Communications Manager co-facilitated the rigorous application process and representatives from all Town departments contributed time and resources towards program and event coordination, policy development, and additional efforts to satisfy the extensive program requirements. Glastonbury earned points for new and existing sustainable initiatives including energy efficient facilities, a Sustainable Purchasing Policy, recycling programs, housing, land preservation, and more. The Town will seek recertification in 2021.

### 325th Anniversary Celebration

In 2018, Glastonbury celebrated its 325th anniversary and Town staff hosted a grand festival for community members. Parks and Recreation Department staff and the Marketing & Communications Manager worked collaboratively to host the event, which included food trucks, live music, children's activities, and a fireworks show. The event team coordinated volunteers and successfully raised \$25,000 in donations to provide this event at no cost to attendees. This event was well-attended and provided an opportunity for community members of all ages to celebrate the milestone anniversary while showcasing the Riverfront Park fields, facilities, and waterfront.

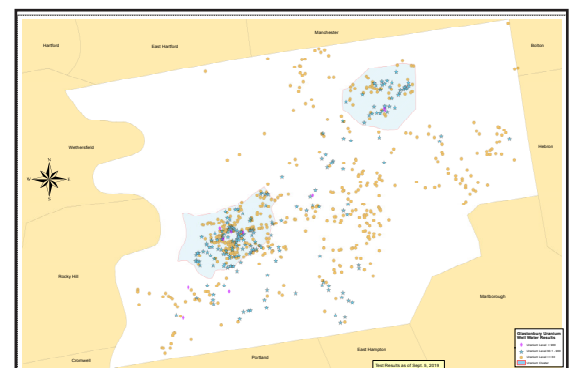


Photos from the Town's 325th anniversary celebration

## Uranium in Well Water

In response to emergent public health concerns regarding uranium and other contaminants in residential well water, the Health Department, through partnership with the State of Connecticut Public Health (DPH) Laboratory, orchestrated a number of activities to support the community including:

- Coordinated and facilitated free well water testing for 500+ Glastonbury homes.
- Based upon underlying bedrock deposits and identified contaminants in the groundwater, initiated new well testing requirements for uranium and radon in new wells, serving as a protective action for new homeowners.
- Developed and presented 'uranium in well water' educational program to real estate agents.
- Successfully partnered with CT DPH to provide 50 no-cost radon test kits to homeowners.
- Ongoing efforts to lead the development of public health science regarding naturally occurring uranium in private wells in the State of Connecticut.



Uranium Well Water Testing Results -  
2 Areas of Interest (Shaded)

## Board of Education

### Student Achievements

- 7 students from Glastonbury High School (GS) Class of 2019 were National Merit Scholarship Finalists, the highest scorers on the PSAT/NMSQT country-wide who represent <1% of each state's high school seniors
- 18 students from the Class of 2019 received Letters of Commendation for their achievement on the PSAT/NMSQT
- 165 seniors were recognized as Faculty Scholars for maintaining a 3.75 GPA over their 4 years of high school
- 141 seniors earned the state "Seal of Biliteracy", an honor recognizing high school graduates who are proficient in English and one or more other languages
- ~95% of the 512 members of the Class of 2019 enrolled in a two or four-year college or university

### New Strategic Plan

Glastonbury Public Schools adopted a new five-year strategic plan for the district and began implementing it immediately. The revised plan is the work of a committee of educators, parents, and community members. It begins with a renewed vision and mission statement: **Glastonbury Public Schools empowers all students to develop their unique abilities as collaborative, innovative, compassionate, and contributing members of a dynamic global society.** The plan includes a detailed description of our school system's values and sets forth three goals for the coming years:

**Goal 1: Foster High Expectations for All Students**

**Goal 2: Maintain Safe and Supportive Learning Environments**

**Goal 3: Model a Learning Environment that Prepares Students for their Futures**

The vision and goals outlined in the plan will guide our actions, use of resources, and evaluations over the next five years. The committee also adopted a new district tagline that captures the focus and direction of our schools: Bright Futures Begin Here! **The detailed plan is available on the school district website.**

### Redistricting Completed

Many elementary students started the school year at a new building this year. Students were redistricted as we consolidated from six to five elementary schools due to the closing of Eastbury Elementary School. We are proud of how our school communities welcomed new students, families, and staff members. Feedback regarding the redistricting process was overwhelmingly positive. The smooth transition was the result of the hard work and planning of our administrators, teachers, staff, transportation department, and PTOs. The Eastbury building was repurposed this year and is now home to the Pupil Services and Special Education Department offices, as well as several special education programs. The move proved beneficial to the programs in many ways including their improved access to building resources such as classroom space, the gymnasium, the cafeteria, and the playground.

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## Board of Education Continued

### Teachers Play the Long Game...Encouraging Productive Struggle

For a few years now, Glastonbury teachers have been adjusting their teaching. Their aim is to create classrooms where mistakes are “expected, respected, inspected, and corrected.” They are teaching students to love a challenge, and it’s having an impact. Our teachers encourage students to struggle productively. They work to “set the stage” so students can make a discovery on their own. When people try and fail, they learn. When they struggle and eventually find patterns and solve problems on their own, the learning is meaningful.

It’s like teaching children to tie their shoes. We can jump in and do it for them, sure. But they will never learn to tie their shoes until they struggle with those laces on their own. Not all children are used to learning this way! It takes time. They may be used to memorizing information or formulas, or looking for quick answers. They may find the process of trying multiple strategies strange or difficult.

Sometimes it’s hard for teachers too. They have to hold themselves back from rushing in and telling the student exactly what to do. It takes careful preparation on the teachers’ part. They try to foresee where students will struggle. They plan ahead to guide and support thinking and work to provide rich and rigorous problems that will require students to struggle. One teacher explains, “It’s like I’m playing the long game now. My goal is more about the student’s process and less about the final product.” Our teachers strive to equip our students with a willingness to try and a sturdy toolkit loaded with problem-solving strategies to help in times of struggle.

### Kindness Garden

A ‘Kindness Rocks’ garden was recently “planted” at Hopewell Elementary School thanks to the efforts of a Hopewell Elementary School parent and the school’s art teacher. The ‘Kindness Rocks Project’ is a national movement created by Megan Murphy that encourages people to leave rocks painted with inspiring messages for others to find and keep. Hopewell students actively learn about kindness and compassion as they decorate rocks for the thriving garden.



This past year, the Hopewell Rocks garden helped welcome newly redistricted students. Buttonball Lane also surprised the Hopewell community by creating hundreds more rocks to donate and “re-seed” the garden. People are encouraged to stop by Hopewell School when they might need a lift and to find a rock that speaks to them and take it home. “I think it’s really special,” says a Hopewell fifth grader, “because someone could come here and find a rock at just the right time.”

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## Board of Education Continued

### The PTSO Provides Valuable Support

The Glastonbury Parent Teacher Student Organization (PTSO) has been active for decades - since 1934. According to PTSO Co-President Tracy Furey, the “Individual school PTOs and Parent Groups support a specific school. Meanwhile, the PTSO is like the mother ship. It brings everyone together to the same big table.” The PTSO supports students across the district while providing its members with a broader view of the school system. The group runs a single fundraiser each year, school pictures. Nearly \$50,000 was raised last year, and these funds support a variety of school system programs including cultural arts programming, principal funds to help students in need, mini-grants that spark innovative and creative pilot programs, and five scholarships for graduating seniors. It also hosts a Candidates Forum every two years.

One newer initiative of the PTSO is its ‘Citizens Academies’. In 2016, the PTSO hosted the forum Budget 101 for Glastonbury residents. In 2019 it hosted a second forum titled ‘Vaping 101: Parents We Have a Problem’, which featured a discussion on vaping with 3 Connecticut doctors, 2 high school students, a local police officer, the school superintendent, 3 school principals, a school social worker, and a state congresswoman.

The PTSO also plays an important role in the sharing of ideas across the district. School representatives are able to share their successes and challenges and bring helpful information back to their PTOs. The Board of Education Chairman and Assistant Superintendent attend the PTSO meetings and provide a wealth of information and helpful insights for parents.



## Probate Court



The Probate Court has been very busy. The Glastonbury - Hebron Probate Court has had the privilege of working with the adoption agency Adoptions from the Heart (AFTH) since 2008. With our assistance, hundreds of families have been enriched by the association and lives have forever been changed, families have been made. The Court prides itself with starting and ending each year on a happy note, with the approval of an adoption.

All Probate Courts report to the Office of the Probate Court Administrator in West Hartford. Probate Administration has a very important role in how effectively all the Courts function. They support our needs, offer educational training and legal counsel. There have been a few changes at Probate Administration.

Judge Paul J. Knierim, the Probate Court Administrator, is leaving the Probate Court system. Judge Knierim has worn many hats in his career. Working in the probate system for 20 years, he had a great deal of first-hand knowledge that assisted him in his role as an effective Probate Court Administrator.

Judge Knierim first served as Probate Judge of the Simsbury Court for ten years and then as Probate Court Administrator for the next ten years. Judge Knierim is going into private practice. He was involved in many aspects of the court system, but most notably, the consolidation of 117 courts to 54 courts which was a herculean task. He has worked tirelessly with the State of Connecticut Appropriations Committee for the courts' funding when the State of Connecticut was in a dire financial situation. He will be missed. Judge Beverly K. Streit-Kefalas of Milford has been appointed the new Probate Court Administrator, effective September 3.

Attorney Thomas Gaffey, Chief Legal Counsel at Probate Administration retired in September after 28 years of dedicated service. Attorney Gaffey has been universally hailed as a wise counselor with knowledge of the intricacies of probate law. Judge Bonnie Bennet assumed the responsibilities of Chief Legal Counsel at Probate Administration. Attorney Bennet started working for PCA in 2006, after 16 years as the Judge of the Saybrook Probate Court.

## E-Filing

By late September, attorneys will be able to submit documents electronically for decedents' matters. This program will allow them to know, in real time, when their filings have been accepted, and view documents associated with each case along with immediate online access to documents such as petitions, orders, notices, and decrees.

In addition, the e-Filing system will notify attorneys via email, or within the e-Filing message box, if a court needs to communicate with them for any reason. Courts will be able to send messages to an attorney from its system to indicate whether documents have been accepted or rejected.

## Passports

In October of 2018, the Town of Glastonbury assumed the processing of U.S. passport applications. The Probate Court staff, as well as the staff at the Library and the Human Resource Department, worked diligently to achieve a seamless transition. Passport applications are processed by appointment only. For more information on this service, please visit [www.glastonbury-ct.gov/passports](http://www.glastonbury-ct.gov/passports).

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# Probate Court Continued

The types of matters handled by the Probate Court are:

- Decedents' estates
- Conservatorships: voluntary and involuntary
- Guardianships
- Matters involving persons with intellectual disabilities
- Commitment of persons who are drug and/or alcohol-dependent
- Temporary custody
- Termination of parental rights
- Guardianships of the estate of a minor
- Compromise of claims
- Emancipations
- Commitment of mentally ill
- Adoptions
- Trusts
- Name changes
- Custody of the remains

In 2018, the Court processed the following matters:

Full Estates (assets over \$40,000.00)	200
Small Estates (assets under \$40,000.00)	78
Tax Purpose Only	67
Estate Examiner / Safety Deposit Box	4
4a-16 (Title XIX)	8
Conservator	28
Change of Name	47
Adoption	6
Termination of Parental Rights	6
Custody of Remains	1
Guardian of Estate	17
Guardian of the Intellectually Challenged	7

I was cited-in on other Court files due to conflicts of interest; I worked in Hartford, Greater Manchester and Region 14. Matters heard were also at Salmon Brook, The Hearth, Riverside Health Care, Portland Rehab, Glastonbury HealthCare, Brookdale, Cobalt Healthcare and Rehabilitation Center, Kimberly Hall, McCauley, Wadsworth Glen, St. Mary Home, Hartford Hospital. Hearings were also heard in Hebron for the benefit of Hebron residents.

On a happy note, as Judge, I can perform wedding ceremonies and last year I married a couple in the Hearing room on Valentine's Day.

I want to assure you that my staff and I are committed to continuing to serve the citizens of Glastonbury and Hebron with the professionalism, courtesy, and consideration we have always shown. I am honored to serve as your Judge and appreciate the trust that you have placed in me.



Respectfully,

Sean Michael Peoples, Judge

# Administrative Services

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

## Successes & Accomplishments

- Retained Moody's and Standard and Poor's Aaa/AAA credit ratings for general obligation bond offerings.
- Refinanced \$3.8M general obligation debt for a savings of \$250,000.
- Achieved a collection rate of 99.51% for FY2019.
- Earned Certificate of Achievement for Excellence in Financial Reporting from GFOA.
- Completed and signed 2018 Grand List by January 29, 2019.
- Generated ~\$22,000+ in revenue through sale of Town surplus property.
- Expanded purchasing credit card program and received \$6,100+ rebate based on prior year credit card spend.
- Secured \$41,000+ in annual revenues through lease renewals & updated insurance certificates of Town-owned properties.
- Purchasing Agent co-chaired the legislative committee for the Public Purchasing Association of Connecticut (PPAC) and vice-chaired the Capitol Region Purchasing Council (CRPC).
- Completed another round of the State Historic Documents Preservation Grant for the conservation and preservation of 265 of the Town's oldest permanent record property maps for public use.

## New or Improved Processes

- Enhanced financial model to more effectively evaluate factors and trends influencing capital and operating expenses, Grand List growth, non-tax revenues, and the tax rate over a five-year planning horizon.
- Enhanced internal controls over a variety of systems and processes.
- Introduced electronic conveyance tax processing for property transfers recorded through over-the-counter land records as well as eRecordings.
- Developed process to track FMLA rollback, improve pension processes, & administer workers' compensation benefits.
- Further reduced office supply expenses through use of electronic document and data storage.
- Improved accessibility and legibility of building drawings through Town-wide document management system.
- Implemented Federal Procurement Standards as required by OMB, Code of Federal Regulations.
- Collaborated with Registrar of Voters and state of CT to improve reporting and cyber-security of election procedures.

## On the Horizon

- Continue to enhance Town budget document to receive GFOA Distinguished Budget Presentation Award.
- Execute in-depth Information Technologies Security Assessment.
- Transition to new, web-based sporting license program for more efficient and timely license and permit issuance.
- Integrate Town's Trade Name Certificate (DBAs) procedure/filings with Secretary of State's new processing portal.
- Apply for State Historic Documents Preservation Grant in continuation of the conservation and preservation project for the Town's oldest permanent record property maps.
- Upgrade land record management software.
- Work with I.T. and Revenue Collection staff to streamline tax refund issuance and reporting.
- Electronically process refunds to expedite operational process and reduce manual data entry errors.
- Consolidate real estate & motor vehicle tax bills into single owner mailings to streamline process & reduce costs.
- Enhance Revenue Collection Office security and technology for expedited customer service.
- Expand use of electronic billing and payment with smaller banks and motor vehicle leasing, thereby reducing the quantity of bills printed and mailed and improving payment posting process.
- Review all Town customer service locations to identify opportunities for expanded one-stop shopping capabilities.

# Community Development

Building Inspection | Community Development | Fire Marshal | Health

## Successes & Accomplishments

- Completed and adopted the Plan of Conservation and Development (POCD). This planning project included 15 public engagement meetings, 12 of which were focused on in-depth subject matters. The POCD introduced new planning concepts and policies and the advancement of some existing concepts - e.g. sustainability, universal design, senior housing, and agribusiness. Worked with Marketing & Communications to reformat final Plan for improved readability.
- Adopted text amendments to Building-Zone Regulations for accessory apartments and excavation operations.
- Health Department Staff:
  - Prepared application to League of American Bicyclists, leading to Glastonbury's successful recertification as a national Bronze level Bicycle Friendly Community.
  - Achieved Town's re-designation as a HEARTSafe community, awarded by CT Department of Public Health.
  - Updated Glastonbury's Emergency Operations Plan addressing Shelter and Mass Care (Annex F), and led multiple Town emergency response departments and the Board of Education in a successful tabletop exercise to test the new plan. Project funded entirely through grant funding.

## Activity Indicators

### Community Development issued the following land use approvals:

- 51 Special permits
- 9 Wetland permits
- 3 Subdivisions
- 3 Zoning Map Amendments
- 23 Sign permits
- 2 Connecticut General Statutes - Section 8-24 Reviews

### Building permits issued:

- 54 New residential permits and 17 New commercial permits
- 1102 Other permits
- 1783 Electrical, plumbing, & HVAC

### Fire Marshal

- 400 multi-family & apartment inspection activities
- 62 fire code compliant inspections
- 55 Certificate of Occupancy inspections for new construction activities
- 420 grease exhaust hoods inspections conducted in eating establishments to help decrease fire incidents in commercial cooking establishments

### Health

- 380+ adults, children, and seniors vaccinated at multiple Town-sponsored flu clinics
- 528 food service inspections performed
- ~1,700 visits with the Community Health Nurse (RN) conducted through weekly wellness clinics

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## New Staff Members:

John Kyser, Building Inspector

Mark Decapua,  
Environmental Technician

John Way, Fire Inspector  
(returning staff member)

Recording Secretaries:  
Lilly Torosyan and Audrey Beatty

Ryan McCammon, Sanitarian  
(The Health Department's Chief Sanitarian  
retired after 31 years with the Town.)



Sycamore / Hebron Ave - 20,000 sf of retail/office use and restaurant use - Under Construction

# Community Development Continued

Building Inspection | Community Development | Fire Marshal | Health

Department staff collaborate to guide development projects through the land use approval process and provide support to applicants during the construction phase. The following provides a snapshot of such projects.

## Large Scale Commercial Projects Currently Under Construction:

- 86 Oak Street - 10,000 sf daycare center
- 476 Naubuc Ave - 2 one-story, 3,000 sf medical office buildings
- 25 Naubuc Ave - 10 townhomes
- 49 Sycamore St - 4,500 sf medical office
- 2855 Main St - Edge Fitness Center (approved in 2017)
- Sycamore St/Hebron Ave - 20,000 sf retail, restaurant, office
- 2941-2955 Main Street - Shops on Main - 35,000 sf.

## Certificates of Occupancy (COO) were issued for the following major commercial projects this fiscal year:

- Hops on the Hill (275 Dug Road) – The Town’s first farm brewery!
- 80 Sequin Drive - 10,000+ sf - 3 Tenant Space Industrial Building
- Shops on Main (2941 - 2955 Main Street) – Two properties -
  - First building (Chick-Fil-A, Jersey Mike’s, 1000 Degrees) received COO. Remaining two buildings, currently under construction, will serve as a combination of retail, medical/professional offices, and restaurant uses.

## Commercial projects approved this year and pending construction:

- Educational Playcare Expansion project - 1993 Hebron Avenue
- 108 Sequin Drive - 7,500 sf office/warehouse building
- 2815 Main Street - 4,450 sf restaurant

The Town Plan and Zoning Commission provided a favorable, unanimous recommendation to the Town Council (the final Zoning Authority) for a new, 131-room Marriot hotel in the Somerset Square Planned Area Development Zone. The Department also helped the Board of Education secure the necessary approvals for its kitchen project in the Glastonbury High School, which has been submitted for State grant funding.

## On the Horizon

- Initiate interior renovation project of the Building/Fire Marshal/Health divisions to address space needs and implement necessary office updates.
- Implement new permitting software program for enhanced services.
- Prepare and plan departmental actions in anticipation of the 2021 Sustainable CT program application.
- In accordance with the polices of the 2018-2028 Plan of Conservation and Development and the Connecticut General Statutes, review Glastonbury housing needs and affordability and initiate development of a Community Housing Plan.
- Develop text amendments concerning flood zone regulations, agribusiness, and home occupations regulations.
- The following commercial projects are anticipated to receive Land Use approvals in fiscal year 19-20:
  - 75 Glastonbury Blvd - Four-story, 131 room hotel
  - 109-117 New London Turnpike - 3,470 sf bank building
  - 340 Hebron Ave - 10,766 sf office building
  - 311 Hebron Ave - Mixed use 3-story building
  - 70 Oak Street - Car wash facility



Hops on the Hill Brewery



Farm view from Hops on the Hill



The Shops on Main

## Facilities Maintenance

### Successes & Accomplishments:

- Achieved \$54,873.51 in utilities rebates.
- Received Zero Emissions Renewable Energy Credit (ZREC) approvals for 800 kW of projects at Hopewell, Buttonball, and Naubuc Schools as well as the Town Hall and Police Facilities.
- Achieved highest EPA Energy Star rating to date for Town Hall.
- Participated in consultant selection for Welles-Turner Library design, Power Purchase Agreement (PPA) for Renewable Energy Certificate (REC) projects, and roofing consultant for the Board of Education.
- Completed repairs to extend the life of the roof at Fire Company #2.
- Administered design and construction of Parks Maintenance Facility Addition.
- Designed ADA improvements to Fire Co. #1 kitchen and restroom and Fire Co. #2 restrooms.
- Removed underground oil tanks at Fire Co. #4 and Youth & Family Services facility.
- Solar Projects – Reviewed proposal for 800KW of photovoltaic projects on six sites.
- Supported Grange Pool upgrades and Minnechaug Golf Course improvements.

### New or Improved Processes and Activities

- Designed new windows to replace 60 year old units at Police Department. Design complete and contractor selected. Project in submittal phase with project completion slated for September 2019.
- Implemented emergency generators for Facilities Maintenance Barn as well as technology, solar photovoltaic, materials handling equipment, and related improvements.
- Reviewed alternate computerized maintenance management software.
- Initiated office renovation project for Town Manager and Revenue Collection office suites.
- Managed design and bidding process for new air conditioning units for 27 classrooms in Gideon Welles School. Work included electrical upgrades and controls.
- Assisted in moving GHS kitchen code project through State reimbursement program.
- Modified inventory and year-end processes to improve accuracy.

### On the Horizon

- Glastonbury High School (GHS) locker room/field house.
- Continue GHS kitchen project. Program & design complete. Project accepted for State reimbursement. Partial abatement activities in summer 2019 with majority of work to occur in summer 2020.
- Fire Company code projects.
- Re-roof two barns on Old Maids Lane.
- Complete classroom Air Conditioning project at Gideon Welles School.
- Proceed with WTML renovations. Exterior work on chimneys, roof, and façade to be performed under referendum project.
- Support safety initiatives through Police Department.
- Complete office improvements for Revenue Collection and Building Official.
- Repave parking and access drives at Town and School facilities. Annual appropriation with work completed yearly on priority basis. 2018 work including pavement rehabilitation at Glastonbury High School (Phase 1) and Fire Company #3.
- Complete Police Department restroom upgrades.



# Housing Authority

## Successes & Accomplishments

During the past year, the Housing Authority pursued many projects with highlights including:

- Completed Center Village construction and property lease-up. Center Village provides 72 affordable, one-bedroom apartments in Glastonbury Center, spread across a new 38-unit multi-family building, and 34 cottage apartments in six renovated and expanded buildings. An increase of 22 new apartments to the site.
- Engaged with a building commissioning company to evaluate and recommend energy and water savings opportunities at the Herbert T. Clark Assisted Living facility. Evaluation done in cooperation with Connecticut Green Bank at no cost to the property.
- Updated organizational bylaws for the Housing Authority.

## On the Horizon

- Commence \$3.3M renovation of Herbert T. Clark Congregate. Funds awarded in 2018 and approved by bond commission in June 2019. Construction anticipated to begin in fall 2019.
- Replace all Welles Village apartment windows in FY2020.
- Engage HUD on Welles Village long term sustainability study option identified during study to evaluate effectiveness and anticipated success.

### Activity Indicators

**434** units managed

**698** household members

**2,042** work orders requested & completed

**362** applications processed

**48** apartments turned over

Information about the Authority and the programs it administers can be found at [www.glastha.org](http://www.glastha.org).



Carl Vernlund Photography

# Human Resources

## Successes & Accomplishments

- Achieved 6.90% Employee Assistance Program (EAP) participation, 3.88% above the provider's book of business benchmark (3.02%), and 6.89% above the industrial benchmark (0.01%). This translates directly to employee savings as they/their dependents are able to receive up to 8 healthcare visits at no cost to the Town's health insurance fund.
- Selected and on-boarded a new health insurance and benefits consultant.
- Settled negotiations for successor collective bargaining agreements with the Glastonbury Police Officers' Association and the Association of Federal, State, County and Municipal Employees (AFSCME).
- Settled extension to collective bargaining agreement with the International Union of Operating Engineers (IUOE).
- Participated in audit of health plan documents and realignment of benefits. Participated in legal compliance review of administrative procedures.
- Improved internal health & benefits communications through multi-media educational resources for all employees.
- Modified health insurance policy and plan structures to contain costs, including raising employee status threshold for participation from 25 to 30 hours per week, and increasing employee out-of-pocket cost share.
- Reestablished relationship with Finex Credit Union for the benefit of employees and their families.
- Improved internal processes, records management, and communication for vacation carryover requests, injury leave income replacement, and pension processing procedures.

## Activity Indicators

- Managed the following activities:
  - **46** recruitments - Selected and on-boarded 26 new employees and 17 promotions in 24 service areas
  - **16** job descriptions (created or updated)
  - **32** leaves of absences under the Family and Medical Leave Act (FMLA) of 1993
  - **17** employment separation and pension benefit elections
  - **29** employment separation and medical benefit elections
- Facilitated 2 iterative processes under the Americans with Disabilities Act (ADA) of 1990 to identify and provide reasonable workplace accommodations, allowing employees to meet performance expectations
- Provided 69 training classes to 787 participants on a wide variety of topics - e.g. Preventing Sexual Harassment in the Workplace, Customer Service Standards, Work Zone Traffic Control Technician, Preventing Slips, Trips and Fall Injuries, and Investment Basics. A Leadership program was also offered for Department Heads including workshops on Emotional Intelligence and Building a Culture of Accountability.

## On the Horizon:

- Implement online applicant tracking and onboarding system
- Engage vendor to align Payroll and HR information needs and provide applicable training.
- Continue Participation on CT PRIME New Initiatives Committee to research and implement programs to benefit employees and reduce/contain healthcare costs
- Develop comprehensive benefits strategy and continue to improve employee/retiree benefits communications
- Continue to streamline benefits administration processes
- Redesign performance management system
- Update and provide training on administrative policies, (e.g. Harassment Prevention, Attendance, Social Media, etc.) and provide web-based training, including harassment prevention and leadership development activities

# Human Services: Senior and Social Services

Senior & Social Services | Youth & Family Services

Senior and Social Services programs are designed to help increase resident access to better nutrition, physical activity, healthcare, basic living necessities, and socialization, as well improve their overall well-being.

## Successes & Accomplishments

- Awarded \$20,000 grant from the Glastonbury Education Foundation to support the Town's Age-Friendly Livable Communities Initiative. Launched initiative with public forum and town-wide community survey.
- Increased participation in Low Vision Support Group through education and guest speakers.
- Awarded \$51,278 in renewal funding from CT Department of Transportation (DOT) for enhanced Dial-A-Ride service.
- Partnered with Connecticut Community Care Inc. and Anthem Foundation to provide Aging Mastery Program & Live Well Workshops designed to help seniors age well and live better with chronic pain or illness.
- Successfully partnered with 9 regional towns to obtain federal grant funds through the North Central Area Agency on Aging for support of Tai Ji Quan Moving for Better Balance program.
- Collaborated with St. Paul's Church and the Knights of Columbus to organize a children's Winter Coat Drive.

### Overview of Age-Friendly Livable Communities Initiative

The Age-Friendly Livable Communities Initiative is designed to improve the overall quality of life for residents at any age along the continuum of life.

## New or Improved Services and Activities

- Implemented automated call system to disseminate participant trip reminders/updates, resulting in a more efficient customer service notification system.
- Reintroduced Dial-A-Ride services on Tuesday and Thursday evenings to increase evening programming access.
- Leveraged technology solutions to:
  - Enhance image and audio quality for lectures/events at the Riverfront Community Center.
  - Improve access to assistance services. Residents are now able to request non-perishable food and household items from the Glastonbury Food Bank online and program deadlines/updates are distributed by email.
- Generated additional ~\$5,000 in revenues through modest increase to daily lunch fee (first increase since ~2005).
- Expanded Life-long Learning and cultural offerings through speakers, trips, and audio visual technologies.
- Increased collaboration with community organizations to facilitate perishable donations - e.g. St. Dunstan's Church Community Garden members for fresh seasonal vegetables, and Stop and Shop for bread/bakery donations. Residents who live in town housing sites or participate in the Food Bank receive these items weekly.
- Introduced new programs including:
  - Quilts of Valor for veterans
  - Ballroom Dance and Tai Ji Quan Moving for Better Balance classes (TJQMBB)
  - 4.5 free weekly hours of counseling with a CHOICES Volunteer to discuss Medicare options
  - Intergenerational programs and opportunities for increased socialization - e.g. Girl Talk, Positivity Seminars, and Setback tournaments

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To receive email updates about social service programs and donation opportunities in Glastonbury, please subscribe to the Town's eNotification system. Visit [www.glastonbury-ct.gov/enotify](http://www.glastonbury-ct.gov/enotify) and select the "Social Service and Donations" category under the News heading.

# Human Services: Senior and Social Services Continued

Senior & Social Services | Youth & Family Services

## Activity Indicators

Senior/Social Services programs are designed to increase access to resources, promote, socialization and wellbeing, and reduce isolation. Activity metrics represent unduplicated seniors and disabled individuals unless otherwise noted.

- **~36,200** units of participation recorded in senior activities including trips, dance, art, Life-Long Learning & technology classes, entertainment events, tax assistance, sports/recreation, wellness clinics, special programs, etc.
- **~1,500** individuals participated in an array of services and activities designed to increase mobility, socialization, and improvement of overall well-being
- **~18,600** rides provided to >500 residents
- **~11,200** meals served
- **448** Households assisted with winter heating costs through the Energy Assistance Program, and with utility expenses and prevention of shut-offs through the Fuel Bank
- **306** Renter's Rebate Applications completed for income eligible residents
- **240** local children received toys and gifts through the annual Holiday Program
- **224** students assisted through the annual Back to School Program
- **132** eligible seniors received warm fleece jackets through a clothing grant awarded to Senior Services



## Food Assistance

Assisted **507** residents with non-perishable food and household items through the Food Bank. This program is made possible through generous donors including individual donations of food or funds, and organizations that facilitate food drives and collect monetary donations. Additionally, **444** residents received food items and grocery gift cards through the annual Thanksgiving program.



## On The Horizon

- Offer a free, 5-week Caregiver series in partnership with Hartford Healthcare Center for Healthy Aging.
- Finalize Age-Friendly Livable Communities Survey and organize analysis of findings. Assist Commission on Aging in the creation of a Glastonbury Age-Friendly Livable Community Action plan.
- Create a new Senior Services program brochure to increase visibility and readership.
- Develop and implement plans for an on-site fitness center at the Riverfront Community Center (RCC).
- Organize an annual Health Fair in partnership with other Town departments.
- Continue to increase culturally diverse programming to better meet the needs of all community members.
- Institute a Chores Program to match volunteers with seniors requiring assistance with household cleaning and yard work.
- Restructure program registration process to facilitate an online registration option.
- Develop and implement a plan to improve participation tracking methods.
- Continue to increase all programming, including intergenerational, in-service, and health and wellness evidence based programming through grants and community partnerships.

# Human Services: Youth & Family Services

Senior & Social Services | Youth & Family Services

## Successes & Accomplishments

### CLINICAL SERVICES

- Coordinated therapy plans with students' pediatricians, psychiatrists (medications), private psychologists (testing), juvenile probation officers, counselors, administrators, teachers, nurses, Department of Children and Families caseworkers, and other community services.
- Held a successful Diversion Program in partnership with the Police Department.
- Facilitated 3 theatrical productions through Creative Experiences program; "Bye, Bye Birdie", "The 25th Annual Putnam County Spelling Bee" and "Wonka Kids".
- Welles Village Farmers' Market collaborated with the Housing Authority and Social Services division to provide fresh produce and non-perishable items to families in the community.
- YSAG (Youth Services Action Group) introduced 2 new programs with Senior Services: a pen pal correspondence group and a monthly "techie teens" group. The latter brings technologically-savvy youth together with seniors who need assistance setting up devices and negotiating applications.

### OUTREACH

- Offered a Youth Summer Program at Welles Village in collaboration with Glastonbury Housing Authority and Glastonbury Police Department.

## Noteworthy Events & Programs

- Hosted 8 afterschool "Cooking Group" sessions for Smith Middle School (SMS) students, which explored the foundations of homemade recipe making.
- Facilitated Mindfulness Breaks and Peer Mediation Program at Gideon Welles School.
- Creative Experience and Clinical Staff collaborated to offer an after school Drumming Circle at SMS.
- Outreach division hosted a Community Discussion for families entitled 'Navigating Successfully Beyond High School' with a Substance Abuse Prevention Professional and expert community providers.
- Outreach staff and the Youth Advisory Council (YAC) coordinated several educational presentations and intervention programs on Vaping at Glastonbury High School (GHS) and SMS. Such efforts also included a roundtable discussion with Senator Blumenthal on Vaping in Schools.
- Social Club, targeted to youth with special needs, took several field trips and provided opportunities to engage with the community in restaurants, parks, and various social settings.

## Community Partnerships

CREATIVE EXPERIENCES continued their partnership with the Glastonbury High School Special Education Department's FOCUS Program to provide weekly opportunities for students to learn how to cook. The program was designed to create a social setting that would help alleviate some of the anxieties associated with assimilating into the school environment.

YSAG continued to collaborate with several community groups for programs and initiatives including the Glastonbury Garden Club, Glastonbury River Runners, Friends of Glastonbury Youth, Friends of Welles-Turner Library, Hartwell Soccer, and the Town Center Initiative (TCI).

YSAG formed a new partnership with Hopewell Elementary School for their Fall Fun Fair event.

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# Human Services: Youth & Family Services Continued

Senior & Social Services | Youth & Family Services

## Ongoing Programs & Groups

- Life skills programs, such as Wellness and Time and Stress Management
- Truancy Intervention
- Peer Mediation and Education
- Peer Support Groups including Bereavement, Social Skills, Substance Abuse, and Parenting Groups
- Substance Abuse Education & Interventions, including Vaping
- 'Truth About Hate' Program
- Consultation and Crisis Intervention for students/parents
- Teen Activity Adventure Group Summer Program (TAAG), outdoor adventure-based activities offering participants the opportunity for personal growth, positive peer interactions, and enhanced self-esteem
- Theater Productions (Spring, Summer, and Fall Productions)
- ACE Program
- Social Clubs - e.g. YSAG, YAC, Drum Club
- Make Food – Eat It



## On the Horizon

- ARTS in the PARK for middle and high school youth who enjoy combining nature and art
- Welles Village Activity Council for Youth potluck dinner and Youth Farmers' Market
- Provide professional development to GHS faculty on Stress Management and Self Care
- Peer Mediation Kindness Rock Garden at GHS
- Youth peer presentations and multi-media event(s) to increase knowledge on Teen Vaping
- Sponsor Exploring the Arts assembly at Gideon Welles School
- Produce a fall Cabaret to be held at the Riverfront Community Center
- Build new collaborative relationships with community organizations for youth volunteerism, community service, and service-based learning
- Hold a family event addressing Current Drug Trends and Signs of Impairment, Vaping, Alcohol Use, and Coping Strategies, and other issues during National Prevention Week (May 12-18, 2020)

## Libraries

Welles-Turner Memorial Library (WTML) | East Glastonbury Library | South Glastonbury Library

### Library Renovation/Expansion:

In November 2018, voters approved \$6.5M to renovate and expand the library. This project includes additional space for the Children's area, an expanded Teen area, a dedicated makerspace\* and renovations to the current space.

- The Second Century Fund and Friends of WTML have pledged \$1M and \$100,000 respectively towards project costs.
- The Connecticut State Library awarded the Town a \$1M library construction grant.
- TSKP STUDIO (Hartford) provided architectural services.

*\* A makerspace is an area where people of all ages can gather to collaborate, create, and invent, typically using state-of-the-art technologies.*



Teens show off their Henna tattoos

### New Services, Programs, and Activities

- Launched passport services in October 2018. Processed 279 applications during Fiscal Year 2019.
- Cookbook Club met for the first time in March 2019. Each month features a different cookbook from which participants choose a recipe to make at home and bring to the library to share with others.
- Introduced new online services including:
  - Great Courses - unlimited access to engaging professors on a wide variety of courses
  - NYTimes.com - access to all content, including historical coverage from 1851-1922; 1981-present
  - Launched Instagram account for Children's Department - find it at @wtmlkids
  - Henna Creations visited to teach teens about the world of Henna tattoos. Participants received their own tattoo.



Sampling cake at Cookbook Club

## Activity Indicators:

**239,304**  
In-person visits

**320,762**  
Total circulation

**147,652**  
Collection items

### On the Horizon

- Work with architect and members of the library community on final design of renovation/expansion project.
- Redesign library web page to be more user-friendly and mobile-compatible.
- Develop a library app.

**South Glastonbury Public Library**  
80 High Street South Glastonbury, CT 06073  
(860) 633-4793  
Open Sunday - Friday (Closed Saturdays)  
[www.southglastonburylibrary.org](http://www.southglastonburylibrary.org)

**East Glastonbury Public Library**  
1389 Neipsic Road Glastonbury, CT 06033  
(860) 633-5637  
Open Monday / Tuesday / Thursday

# Marketing & Communications

## Successes & Accomplishments

- Generated \$261,301 in Banquet Hall rental revenue for the Glastonbury Boathouse through marketing and promotional efforts. Riverfront Park revenues ultimately offset expenses by 118%, a growth of 29% over FY2018.
- Partnered with Human Resources and Facilities staff to open the new, enhanced Customer Service Center (CSC). Identified and implemented one-stop shopping opportunities, helped train staff, and launched new service offerings, including passport processing and notary services.
- Generated \$16,543 in passport processing revenues at the CSC after transitioning the service from Probate Court. Collaborated with WTML to host first Passport Processing Event (April 2019) where 50+ applications were processed.
- Designed a modern format for the 2018-2028 Plan of Conservation and Development to improve readability, identify themes, and enhance overall format of this essential planning document.
- Coordinated Town's first Holiday and Spring fairs at the Glastonbury Boathouse. Events were well-attended and well-received and similar events will be offered annually to draw people to Riverfront Park and the town center.
- Expanded the reach and effectiveness of the Town and Boathouse social media marketing efforts including:
  - Increased Town's General Facebook following from 1,639 to 2,365
  - Expanded Boathouse following on Instagram from 839 - 1,173 and Facebook page from 639 to 925

### Website Accessibility Improvements

Implemented significant improvements to the Town website using SiteImprove management software. With an emphasis on improving accessibility for users with all levels of abilities, Glastonbury achieved the following improvements during FY2019:

Improved **Overall Accessibility score** from **64.3** to **86.3**

Increased **Quality Assurance** ratings from **89.5** to **93.2**

Improved **Content Quality** from **94.7** to **97.7**

Enhanced User Experience by **5.2** points for a total score of **97.7**

Improved **SEO** score from **60.8** to **68.2**

Implemented global changes to improve **Readability**  
E.g. formatting text headers and hyperlinks in compliance with WCAG, using contrasting font colors, etc.

### On the Horizon

- Design and launch a redesigned town website for improved accessibility and ease of use.
- Continue to increase banquet hall rental revenues at the Glastonbury Boathouse.
- Identify additional low/no cost marketing strategies to generate passport processing revenues - e.g. biannual events.
- Launch a succinct, monthly newsletter to provide residents with a frequent overview of town news, resources, and programs.
- Install a new, service-based wall directory in CSC to improve visitor navigation through Town Hall.
- Introduce new services at the CSC including pool passes, Youth & Family theater tickets, and expanded Election support.
- Coordinate staff and public campaigns to generate awareness and support of town programs, e.g. Glastonbury Gives.



# Parks & Recreation

## Successes & Accomplishments

- Generated \$292,540 in Riverfront Park revenues through the banquet hall, boat launch, and boat storage facility, exceeding all expenses by \$44,708. Hosted 94 wedding/events at Boathouse facility. 450 boats used the launch.
- Secured new Lessee for Minnechaug Golf Course.
- Renewed annual events contract with Weight Watchers, resulting in \$22,000+ in guaranteed Boathouse revenue.
- Held a Rowing Camp for students in collaboration with the Riverfront Recapture.
- Worked with Glastonbury Partners in Planting (GPIP), volunteers, and contractors on a number of projects including replanting at Grange Pool, Smith Middle School, and Putnam Blvd., (the latter funded through a Community Forestry Small Grants Program), and developed a proposal for a planting plan at Fire Company #1.
- Renewed Bike Friendly Bronze Designation through League of American Cyclists.
- Hosted successful events including:
  - New England and YMCA Regional Invitational Gymnastics meets with ~1,000 regional gymnastics competing. The Gymnastics Club Parents Organization used funds raised at these and other home meets to purchase new vaulting equipment and balance beams, and replace landing mats and skill cushions.
  - New Halloween event, Spooky Stroll, welcomed 150+ participants.
- Continued to manage urban forest and address dead and dying trees and associated safety issues resulting from Gypsy Moths, Emerald Ash Borers, and drought conditions over recent years.
- Expanded Camp Discovery program and Adult Softball leagues (from 16 teams to 27 teams).
- Introduced Family Fitness classes including yoga.
- Hosted first Camp Kickoff and Outdoor Children’s Performance event in June 2019. Well-attended by local families.
- Performed renovations to Grange Pool and the Butterfly Garden at the RCC.
- Worked with PTOs and GPIP to improve landscaping and install robotic mowers at several Glastonbury schools.
- Supported special events including summer concert series, Movie Nights, Showmobile usage, Memorial Day Parade, Art Show, Library Book Sale, and several soccer and lacrosse seasons and tournaments.

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Golfer at Minnechaug Golf Course



Waterfront ceremony at the Glastonbury Boathouse  
Photo by Nine Five Photography

# Parks & Recreation Continued

## New or Improved Processes

- Engaged external vendor to improve Santa’s Run registration process.
- Enhanced hiring process including online job applications for all new positions.
- Increased marketing for Minnechaug Golf Course and installed an aerator at the #8 signature island hole.
- Coordinated tree removals with contractor using a Sennebogen for efficiency.
- Installed a centralized, cloud-based irrigation system town-wide. System benefits include water conservation, reduced fuel costs, faster response time, and enhanced record-keeping.
- Extended Wednesday Evening Summer events at the RCC to include the Town Band and Farmers’ Market to increase attendance at both programs.

## Activity Indicators

- **1,500** kayaking, paddle boarding, and fly fishing program participants through L.L. Bean Outdoor Discovery School partnership. Partnership will continue in coming year.
- **2,500** children / teens participated in summer camp opportunities.
- **2,000** children’s swimming lessons offered through “Swim by Eight” campaign with ~70% under 8 years of age.
- **425+** children and adults participated in tennis lessons.



Fresh vegetables and food trucks at the combined Farmers’ Market and Summer Music Concert Series at Riverfront Park



Residents enjoying kayaking on the Connecticut River through the L.L. Bean Outdoor Discovery program

## On the Horizon

- Update Parks and Recreation Plan of Development.
- Increase collaboration with Senior Services / Social Services staff and programming.
- Solicit and review proposals for the 2021 - 2023 catering contract term at the Glastonbury Boathouse.
- Purchase special event chairs to be rented at the Boathouse as an additional revenue source.
- Develop a Community Cycle Cross team with potential start in spring 2020.
- Implement improvements to the Dog Park, including water access.
- Evaluate opportunities to combine program resources and analyze site locations to accommodate camp needs.
- Invest in a security system at the Boathouse.
- Expand Rowing Camp duration.
- Explore Future Disc Golf Course and Splash Pad.

# Physical Services

Engineering | Fleet Maintenance | Highway

## Successes & Accomplishments

- Administered and inspected construction on several projects including:
  - Rehabilitation of the Hebron Avenue pavement structure between Main Street and Sycamore Street.
  - New Modern roundabout at the intersection of Hebron Avenue and House Street to markedly reduce motor vehicle accidents at this location and improve pedestrian access to the Town Center.
  - Water main extensions on Old Maids Lane and Cedar Ridge Drive.
- Completed design and obtained permits for several projects including:
  - Replacement of Fisher Hill Road Bridge over Roaring Brook.
  - Multi-Use Trail Phase 2, between Western Boulevard and House Street, to provide a safe alternative to the Hebron Avenue corridor for pedestrians and cyclists.
  - Preliminary design of the Glastonbury Boulevard pavement rehabilitation project, which will improve pavement conditions and provide several new and safe pedestrian crossings.
- Completed inspection of all 110 miles of Town-owned sidewalks.
- Performed preparatory and restoration work associated with the Town's aggressive annual road paving program, including pavement reclamation on Clark Hill Road.



Hebron Avenue Pavement Rehabilitation



Hebron Avenue / House Street Roundabout  
Photograph by Shoreline Photography

## On the Horizon

- Administer construction of the Fisher Hill Road bridge replacement.
- Complete design and inspect construction of sidewalks on Route 17 (Main Street) in South Glastonbury. Construction will allow for a continuous 4 mile stretch of sidewalk between South Glastonbury and the East Hartford Town line.
- Complete design and initiate construction to remove the Slocomb Dam and restore the natural stream channel of Roaring Brook.
- Increase efforts and expenditures to remove and replace selected section of existing concrete sidewalk.
- Finalize design and initiate construction of work to completely rehabilitate the pavement structure over the entire length of Glastonbury Boulevard.
- Inspect and administer construction of the second, off-road multi-use trail section between Western Boulevard and House Street.
- Implement traffic calming measures at selected location(s).

# Public Safety: Emergency Preparedness

Emergency Preparedness | Fire | Police

## Successes & Accomplishments

- Completed annual exercise (EPPI) designed to test & evaluate emergency event response from all CT communities.
- Provided emergency communications, standard and emergency assistance, and weather monitoring during annual Santa's Run and Summer Music Festival.
- Participated in WTIC-AM Annual Food Drive for 23rd consecutive year.
- Maintained and recertified Glastonbury's status as a federally recognized "Storm Ready Town" with the National Weather Service.
- Obtained additional training and computer interoperability with the CT Department of Emergency Management and Homeland Security (DEMHS).
- The Connecticut Department of Emergency Services and Public Protection authorized an 800 MHz radio for interoperability with state and local agencies. Glastonbury Emergency Management personnel collected the old radios and issued new radios to EMS Chiefs, Fire, Police, and key staff members.

## Make sure your family is prepared!

Keep proper supplies and first aid materials in your home for emergency situations. For example, keep cash stored in a safe place in the event that banks and ATMs are inaccessible in a storm. If a storm warning is issued or imminent, fill your bathtub with water to be used for toilet flushing and other needs. It is also advised to keep your tetanus shots up to date as storms & floods can spread bacteria. Additional resources to have on hand are highlighted below.

### Emergency Supply Kits should include:

- At least 1 gallon of water per person, per day. Additional supply needed for pregnant/nursing women and for all during warmer weather seasons.
- Canned or sealed foods
- Manual can opener, paper plates, plastic utensils
- Cooking apparatus
- Paper towels, toilet paper, soap, disinfectants
- Personal hygiene supplies
- Flashlights with extra batteries
- Cell phones with charging devices
- Blankets, sleeping bag, pillows, cold weather clothes
- Extra clothing for all family members
- Diapers, games, toys, and books
- Fire extinguishers
- Battery-powered radio

### First-Aid Kits with instructions should include:

- Prescription/OTC medications
- Medical supplies (e.g. bandages, tape, wound dressings, antiseptic sprays and creams, and similar items)
- Eye glasses, contact lens supplies, etc.
- List of your doctors
- Garbage bags and cleaning supplies
- Pet's necessities (food, water, ID tags, medications, records)
- Extra set of car keys
- Credit cards, cash, and personal identification information
- Photos of your family members and pets in case you are separated
- Plastic and duct tape (for chemical emergencies)
- Multi-purpose tool

## On the Horizon

- Continue training efforts and simulations with CT DEMHS and the Emergency Management Institute, as recommended by FEMA and other federal agencies.
- Evaluate new technologies and methodologies on an ongoing basis to prepare for and mitigate emergency circumstances.

# Public Safety: Fire Department

Emergency Preparedness | Fire | Police

## Successes & Accomplishments

- Captain John “Jay” Cofiell Jr. received recognition for 45 years of service
- ‘Rookie of the Year’ award presented to Nicholas Ruggiero
- Lieutenant Christopher Ferrall named Exchange Club’s 2019 ‘Firefighter of the Year’
- 5 probationary members received their Firefighter I certification from the Connecticut Fire Academy
- 7 new probationary firefighters recruited
- 8 firefighters obtained certification as Fire Service Instructor I
- 8 firefighters received certification as Fire Officer II



Top left: Lieutenant Christopher Ferrall, 2019 ‘Firefighter of the Year’



Rookie of the Year Ceremony. From left to right: Assistant Chief David Thurz, Chief Michael Thurz, Lt. John Ruggiero, Firefighter Nicholas Ruggiero, Captain John “Jay” Cofiell, Deputy Chief Bruce Motowidlak



Top Right: Firefighter Kyla Anderson being pinned by her father, Firefighter Chris Anderson

## New or Improved Processes

- Replaced Department’s last 1991 Service truck at Station 2 with a new, 2018 Service truck
- Began a multi-year renovation project to Stations 1 and 2
- Replaced 4 of the Department’s original thermal imaging cameras with new, state-of-the-art cameras
- Installed a new energy efficient heating system at Station 4

## On the Horizon

- A new Fire Boat will be delivered in the Fall of 2019
- Implement renovation improvements to Stations 3 and 4, as well as the Fire Training Facility
- A new Class A 4x4 Fire Engine will arrive for Station 4 in late 2019 / early 2020

# Public Safety: Police Department

Emergency Preparedness | Fire | Police

## Successes & Accomplishments

- Modernized Computer Aided Dispatch and Records Management System, critical systems that support day-to-day department operations, enhance public safety, and support efficient use of resources.
- Implemented in-car video system to enhance officer safety, provide valuable court evidence, and increase Police member accountability and transparency.
- Modernized video surveillance system.
- Officer James Phillips named Exchange Club 'Officer of the Year'.
- Assigned Officer Michael Magrey as the Department's Community Outreach Officer.
- Appointed Officer Neal Cavanaugh and Soleil as the Department's first K9 team since 1971 (pictured above).



## New Programs, Services, and Activities

- Provided Women's Personal Safety Program.
- Enacted registered sex offender check policy.
- Implemented new customer satisfaction survey.
- Participated in regional narcotics task force to combat illicit drug activity.
- Introduced a weekly Public Safety column in the Glastonbury Citizen newspaper, covering a diverse range of topics.
- Presented informational seminars on teen vaping and the opioid crisis.

## On the Horizon

- Achieve the Department's 10th CALEA re-accreditation.
- Install car ports housing solar panels to achieve annual energy savings.
- Offer Citizens' Police Academy.
- Implement automated scheduling system to improve efficiency and accountability in labor costs and productivity.
- Introduce Hybrid Police cruisers to achieve fuel efficiency and reduce carbon footprint.
- Continue to modernize departmental technology, including the use of software to maintain general orders and training systems.

### Staff Updates

#### Hired 2 new Patrol Officers:

Patrick Hemingway  
Anthony Pacileo

#### The following Police members were promoted to...

#### Lieutenant

Corey Davis  
Francis Perrone  
Kevin Troy

#### Sergeant

Jason Aducci  
Simon Barrett  
Anthony Pagliughi

#### Agent

Kenneth Keeney

#### Full time Detectives:

Peter Brander  
David Hoover  
Christopher Kopencey

Sign up to receive Police related news and event email updates!

Visit [www.glastonbury-ct.gov/enotify](http://www.glastonbury-ct.gov/enotify) and select the "Public Safety" category under the Calendar and News headings.

# Registrar of Voters

## Successes & Accomplishments

- Secretary of the State (SOTS), Denise Merrill, asked Lisbeth Becker to represent Connecticut on the U.S. Election Assistance Commission Standards Board (commencing April 2019).
- Charlie Murray continued to represent Hartford County, serving on the Nominations Committee for the Registrars of Voters Association of Connecticut (ROVAC).
- Glastonbury Registrars were selected as the beta testing site for a new initiative to secure the Statewide Voter Registration system. Initiated in March, the Registrars partnered with the SOTS' office, Dept. of Administrative Services, BEST, CITRIX, and Glastonbury Information Technology (I.T.) staff to test and implement the Virtual Workstation of the voting system. Efforts included evaluating the new environment, resolving issues, and providing critical feedback in advance of the virtual workstation's statewide launch.
- Commencing July 2019, Lisbeth Becker will begin serving as Treasurer of ROVAC for a two year term.
  - As chairperson of the ROVAC Technology Committee, Lisbeth has overseen improvements to the statewide database of electors & election systems and reporting processes and provided detailed recommendations on election technology security to CT Legislature as part of the Cyber Security Meeting convened by the SOTS.

## New & Improved Processes

- Instituted a series of upgrades to the polling locations to assist with crowd control in response to the increased registration in the fall of 2018.
- With support from I.T., modified the in-house poll worker maintenance tool to allow for its use through 2025.
- Implemented Election Management System (EMS) to incorporate various tools and reports and streamline election processes as identified by the Connecticut SOTS.
- Launched a new mailing process to eliminate duplicate outgoing mail and reduce associated costs.
- Introduced a computer workstation to offer online voter registration to residents who visit the office in person. All correspondence has also been updated to include online voter registration instructions.
- Worked with the SOTS' office to pilot the implementation of increased voter security measures, including greater security around access to voter records and administration.
- Collaborated with Town Clerk staff to improve and expedite Supervised Balloting processes.
- Introduced a post-election process involving poll workers to review the reporting and election processes, evaluate effective measures, and identify potential areas for improvement.
- Partnered with the DMV, a primary site for voter registration, to assist with the accurate and timely flow of information.

## Activity Indicators

- Validated 191 in-town voting records, 525 out-of-state records, and 54 records through the ERIC program.
- Updated poll worker and voter training programs.
- Worked with Marketing to improve Registrar and Election information and provide frequent and timely web updates.

## On the Horizon

- Continue to collaborate with other states, towns, and the SOTS to maintain the integrity of the State Voter Registration System database. Efforts include an annual canvass of voters and resident responses to help ensure voting lists are accurate for elections.
- Promote special voter registration and Election Days through local media sources.

# Sanitation

Refuse Disposal | Water Pollution Control Authority (WPCA)

## Refuse Disposal Division

- Implemented an organics (food waste) drop-off recycling program at the Transfer Station. 4.5 tons of organics were collected and diverted from the waste stream during the first year.
- Replaced the vehicle weighing system at the Bulky Waste Facility.
- Developed Town Code amendment to ban single-use plastic bags.
- **6,750** waste disposal permits issued.
- **1,515** tons of refuse disposed of at the Transfer Station at a disposal fee to the Town of \$112,860.
- **732** residents participated in the Regional Household Hazardous Waste Collection program in Manchester. This facility provides residents a free, convenient, and environmentally-safe disposal opportunity to discard toxic household products.
- **22.7 tons** of materials collected through the successful textile recycling program, (average of 1.9 tons/month), which generated \$2,242 in revenue. Since 2014, 97.5 tons of textiles have been collected for recycling.
- Hosted 2 annual community paper shred events in the spring and fall for residents to safely and conveniently dispose of sensitive personal documents at no charge.



Screening compost material generated from leaves and grass clippings



Organics recycling program sign at the Transfer Station

## Water Pollution Control Division

- **659.7M gallons** of wastewater, (average of 2.63M gallons per day) processed at the Water Pollution Control Facility (WPCF), which produced 2.821M gallons of sludge for ultimate disposal.
- Discharged an average of **72lbs per day** of nitrogen in the effluent to the Connecticut River, which is a 26lb per day reduction to the allowed permitted requirement of 98lb. This increased level of treatment produced an annual overall reduction of 9,490lbs of nitrogen to the river as compared to the permitted level.
- Maintained the same use billing rate (\$3.05 per hundred cubic feet) for second consecutive billing year, which also remained within the lowest quarter percentile amongst other Connecticut facilities of similar populations served.
- Awarded bid contract for replacement of the Cider Mill Pump Station, which was initially put into service in 1979. Construction is expected to commence in the fall of 2019.

### Get Recycling Email Updates!

Sign up for Waste & Recycling Emails!  
Visit [www.glastonbury-ct.gov/enotify](http://www.glastonbury-ct.gov/enotify)  
and select the "Sustainability" and  
"Waste & Recycling" categories under  
the Calendar AND News headings.  
By subscribing to both, you'll receive  
real-time emails on recycling events,  
sustainability initiatives, and more!

## Sewer Use Billing Overview

Sewer Use Bills are based on water consumption for customers with meters. Those without meters (well users) are billed at a fixed rate. Bills are processed annually in November for the billing period of July 1 – June 30 and can be viewed online at [www.glastonbury-ct.gov/taxpmt](http://www.glastonbury-ct.gov/taxpmt).



# 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, 2019**

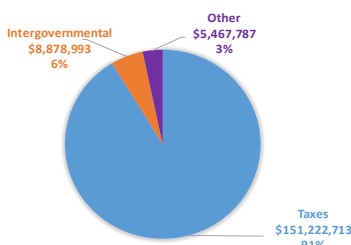
	Budgeted Amounts		Variance with Final Budget	
	Original	Final	Actual	Positive (Negative)
<b>REVENUE</b>				
Property Taxes	150,395,708	150,395,708	151,222,713	827,005
Licenses and Permits	1,126,100	1,126,100	1,429,480	303,380
Intergovernmental	7,070,570	8,331,504	8,878,993	547,489
Charges for Services	1,611,570	1,645,470	1,778,807	133,337
Unrealized (gain) loss	-	-	183,370	183,370
Investment Income	800,000	800,000	1,317,030	517,030
Other Revenue	771,841	771,841	759,100	(12,741)
<b>Total Revenues</b>	<b>161,775,789</b>	<b>163,070,623</b>	<b>165,569,493</b>	<b>2,498,870</b>
<b>EXPENDITURES</b>				
General Government	3,364,593	3,412,793	3,280,357	132,436
Community Development	2,103,418	2,116,491	2,043,759	72,732
Administrative Services	6,074,814	6,122,340	6,031,188	91,152
Public Safety	14,085,496	14,300,607	14,073,683	226,924
Physical Services	7,075,183	7,105,183	7,053,345	51,838
Sanitation	804,477	824,892	804,153	20,739
Human Services	2,979,232	2,968,271	2,760,010	208,261
Liesure/Culture	5,528,789	5,941,986	5,698,826	243,160
Contingency	-	-	-	-
Education	105,366,982	107,393,635	106,834,222	559,413
Debt Service	8,459,085	8,117,585	8,076,119	41,466
<b>Total Expenditures</b>	<b>155,842,070</b>	<b>158,303,783</b>	<b>156,655,662</b>	<b>1,648,121</b>
Excess (Deficiency) of Revenues over Expenditures	5,933,719	4,766,840	8,913,831	4,146,991
Other Financing Sources (Uses)				
Transfers in	575,000	1,975,000	1,400,000	(575,000)
Transfers out	(6,508,719)	(6,935,219)	(6,850,219)	85,000
<b>Total Other Financing Sources (Uses)</b>	<b>(5,933,719)</b>	<b>(4,960,219)</b>	<b>(5,450,219)</b>	<b>(660,000)</b>
Net Change in Fund Balance	0	(193,379)	3,463,612	3,486,991
Fund Balance at Beginning of Year			25,757,528	
Fund Balance at End of Year			<u>\$ 29,221,140</u>	

# Financials Continued

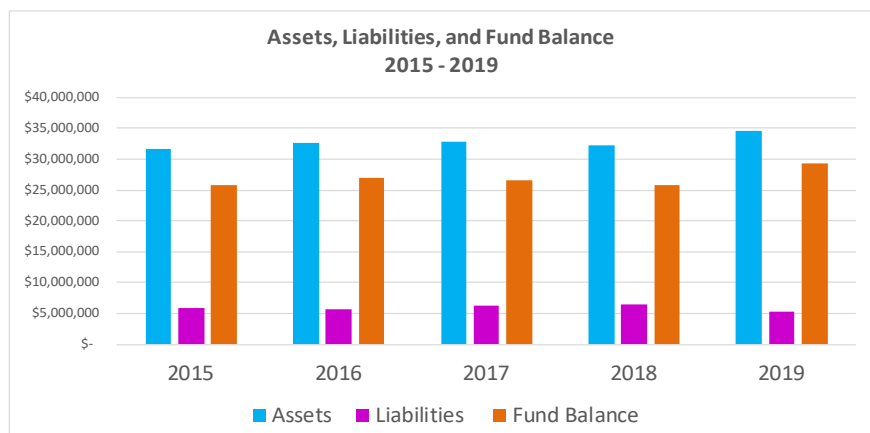
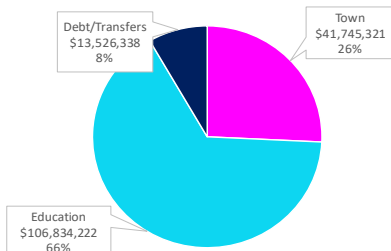
## TOWN OF GLASTONBURY, CONNECTICUT GENERAL FUND - BALANCE SHEET JUNE 30, 2019

	<u>2019</u>	<u>2018</u>
<b>ASSETS</b>		
Cash and cash equivalents	32,858,314	30,397,810
Receivables:		
Property taxes	1,064,947	1,062,882
Other	379,352	498,062
Inventory	202,547	192,828
Due from other funds	0	0
Other assets	22,884	9,876
	<u>34,528,044</u>	<u>32,161,458</u>
<b>LIABILITIES AND FUND BALANCE</b>		
Liabilities:		
Accounts and other payables	2,743,510	4,442,431
Due to developers for escrow deposits	681,074	771,364
Due to other funds	521,534	38,581
Due to others for escrow deposits	108,662	123,580
Unearned revenue	33,943	34,643
Deferred revenue and Advance tax payments	1,218,181	993,331
Total liabilities	<u>5,306,904</u>	<u>6,403,930</u>
Fund Balance:		
Nonspendable	225,431	202,704
Restricted		
Committed		
Assigned	1,394,049	1,678,597
Unassigned	27,601,660	23,876,227
Total fund balance	<u>29,221,140</u>	<u>25,757,528</u>
<b>Total Liabilities and Fund Balance</b>	<u><u>34,528,044</u></u>	<u><u>32,161,458</u></u>

### Revenues FY2019



### Expenditures FY2019



A complete copy of the financial report is available for review at Glastonbury Town Hall.

## Town Profile

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

## Fast Facts

52.5 square miles

33,600 acres

7 Voting Districts

9 Public Schools

Town Council, Town Manager, Board of Finance Form of Government

Richard J. Johnson, Town Manager

## Land Use\*

*\*Figures are approximations*

**25%**

Open Space comprising water company, state forest, and town lands

**60%**

Residential with suburban to rural densities

**15%**

Geographically compact commercial / employment district

## Town Council - FY2019

Thomas P. Gullotta, Chairman  
Lawrence Niland, Vice Chairman  
Deborah A. Carroll  
Stewart "Chip" Beckett III  
Kurt P. Cavanaugh  
Mary LaChance  
Jacob (Jake) McChesney  
Lillian Tanski  
Whit Osgood

## Financial Information

### Net Grand List

2017: \$ 4,179,095,067

2018: \$ 4,225,059,297

### Tax Rate

July 2018: 36.00

July 2019: 36.36

## State Representatives

Jill Barry (D) - (860) 240-8585  
Jason Doucette (D) - (860) 240-8585

## State Senator

Steve Cassano (D) (860) 240-5302

## U.S. Congressmen

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

## U.S. Senators

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

# Elected and Appointed Officials

Please note, this list represents the board and commission members as of December 3, 2019.

## ELECTED OFFICIALS

### Board of Assessment Appeals

David Cordone  
Douglas Smith  
Manisha Srivastava  
Beth Hillson\*  
Forbes Warren  
Michael Pellin  
\*1 Vacancy

\*Additional member during reval year(s)

### Board of Education

Douglas C. Foyle, CH  
Julie Thompson, V. CH  
Ray McFall  
Rosemary Coggeshall  
Kristy Notarangelo  
David Peniston, Jr.  
Chittaranjan Sahay  
Alison Couture

### Board of Finance

Constantine Constantine, CH  
Robert Lynn  
James R. McIntosh  
Jennifer M. Sanford  
James R. Zeller  
Walter J. Cusson

### Fire Commission

Charles (Chuck) Longo, CH  
Gilbert D. Spencer  
James W. Dutton  
John Cafazzo  
Arnold H. Higgins  
Richard Quagliaroli

### Town Council

Thomas P. Gullotta, CH  
Lawrence (Larry) Niland, V. CH  
Jacob (Jake) McChesney  
Deborah A. Carroll  
Mary LaChance  
Stewart "Chip" Beckett III  
Kurt P. Cavanaugh  
Whit C. Osgood  
Lillian Tanski

### Zoning Board of Appeals

Jaye Winkler  
Nicholas Korns  
Sandra O'Leary  
Brian R. Smith  
Timothy Lamb  
Alternates:  
David Hoopes, Susan Dzialo, Charlie Murray

## APPOINTED OFFICIALS

### Agricultural Advisory Committee

Jonathan Mullen - Liaison  
Andrew Reale, CH  
Michael Longo  
Donald F. Preli, Jr.  
Hutchinson Bronzi  
Kenneth Horton  
William Dufford  
Chris Bassett

### Aquifer Protection Agency

Same members as Town Plan and Zoning Commission.

### Building Board of Appeals/Code Review Committee

Peter Carey, Liaison  
James W. Dutton  
Terence Sexton  
\*3 Vacancies

### Capitol Region Council of Governments

Stewart "Chip" Beckett III  
Christopher Griffin\* - Regional Planning Commission  
\*Alternate - Alice Sexton  
\*1 Vacancy - CT River Assembly

### Central Regional Tourism District AKA River Valley/Connecticut

\*1 Vacancy

### Commission on Aging

Patti White - Liaison  
Rosemary Hokanson, CH  
(Ms.) Daren Hill, V. CH  
Gayle Kataja  
Jennifer DiSette  
Nancy Goodwin  
Philip T. Markuszka  
Janeen Dolan

### Community Beautification Committee

Greg Foran - Liaison  
Robert G. Shipman, CH  
Jarrod Sansoucy  
Catherine Morgan  
Linda DeGroff  
Della Winans  
Debra DeVries-Dalton  
Candice Mark

### Conservation Commission/Inland Wetlands and Watercourses Agency

Tom Mocko - Liaison  
Judy Harper, CH  
Dennis McInerney, V. CH  
Kim McClain  
Mark R. Temple  
Frank J. Kaputa  
Brian L. Davis  
William Shea

### Cox Cable Advisory Council

Phillip Markuszka  
\*3 Vacancies

### Economic Development Commission

Khara Dodds - Liaison  
Anthony Lazzaro, CH  
Harold Harris  
Harry Im  
Raymond A. Dolan  
Sridhar Kadaba  
David O'Connor  
\*1 Vacancy

### Ethics Commission

Sherri Tanguay - Liaison  
James Hagen, CH  
Angela Bull, V. CH  
Al Herzog  
James Estrada  
Brooke Oppenheimer  
Alternates:  
Anthony Gesnaldo, Nancy Thomas

### Fair Rent Commission

Neil Griffin - Liaison  
Laura McConville  
Judith A. Stearns  
Marti Curtiss  
Carol Ahlschlager  
Robert Zanolungo, Jr.  
Elizabeth Catarius  
Allen Friedrich

### Fine Arts Commission

Kelly Devanny - Liaison  
\*7 Vacancies

### Glastonbury Free Academy (Incorporators)

Barbara Bailey - Liaison  
Richard Bowden  
William Wulfange  
Karen Fecko  
Susan Motycka

### Great Pond Stewardship Committee

Tom Mocko - Liaison  
Whit C. Osgood, CH  
Gerhard R. Schade  
Paul Kehoe  
Dennis McInerney  
David Gumbart  
Deb Carroll  
Thomas P. Gullotta  
Mark Packard  
Judy Harper  
Tom Mocko, Environmental Planner  
Jason Smith (Recreation Commission Rep.)

### Historic District Commission

Khara Dodds - Liaison  
Barbara Theurkauf, CH  
Henry von Wodtke, V. CH  
Robyn Guimont  
Cara Keefe  
Geoffrey Dellenbaugh  
Alternates:  
Brian Chiffer, Jane Fox, John Langmaid

### Housing Authority

Neil Griffin - Liaison  
Carl F. Stenman, CH  
Cathy Vacchelli  
James Noonan  
Judith Jaskulski

### Housing Code of Appeals

Wendy Mis - Liaison  
Alice Sexton  
Adam Fleisher  
\*2 vacancies

### Human Relations Commission

Sherri Tanguay - Liaison  
Nick Daukas  
Leslie Ohta  
Roberta Swafford  
\*2 vacancies

### Insurance Advisory Committee

Julie Twilley - Liaison  
Christopher Griffin, CH  
Ben Kehl, V. CH  
Luther Weeks  
Stephen J. Ludwig  
David Hoopes  
William Wulfange  
Woodrow Baird

### Personnel Appeals Board

Richard J. Johnson - Liaison  
Allen Friedrich  
Brian Youmatz  
Lynn Onderko  
\*2 Vacancies

### Poet Laureate

Richard J. Johnson - Liaison  
Dr. Michael Lepore

### Public Buildings Commission

Daniel Pennington - Liaison  
Charles (Chip) I. Monzeglio, CH  
Lisbeth Becker  
Michael Pellin  
Matthew Saunig  
Bridget Gallagher  
Liaisons: Gus Constantine (Bd. of Fin.) and Rosemary Coggeshall (Bd. Of Ed.)

### Recreation Commission

Lisa Zerio - Liaison  
Michael H. Clinton, CH  
John Langmaid, V. CH  
Mario DiLoreto  
Jessica Wallace  
Yola Rondinelli  
\*1 Vacancy

### Town Plan & Zoning Commission

Khara Dodds - Liaison  
Sharon H. Purtill, CH  
Keith S. Shaw, V. CH  
Robert J. Zanolungo, Jr.  
Raymond Hassett  
Michael Botelho  
Christopher Griffin  
Alternates:  
Scott Miller, Matthew Saunig, Alice Sexton

### Water Pollution Control Authority

Greg Mahoney - Liaison  
Louis M. Accornero, CH  
John Tanski, V. CH  
Richard Lawlor  
James Parry  
Nils Carlson  
John A. Davis, Jr.  
Edward Urbanksy, Jr.

### Welles-Turner Memorial

**Library Board**  
Barbara Bailey - Liaison  
Henry Hunt, V. CH  
Ellen Saunig  
Jennifer Hudner  
Susan Pearlman  
Irene Newquist  
Jaye Winkler

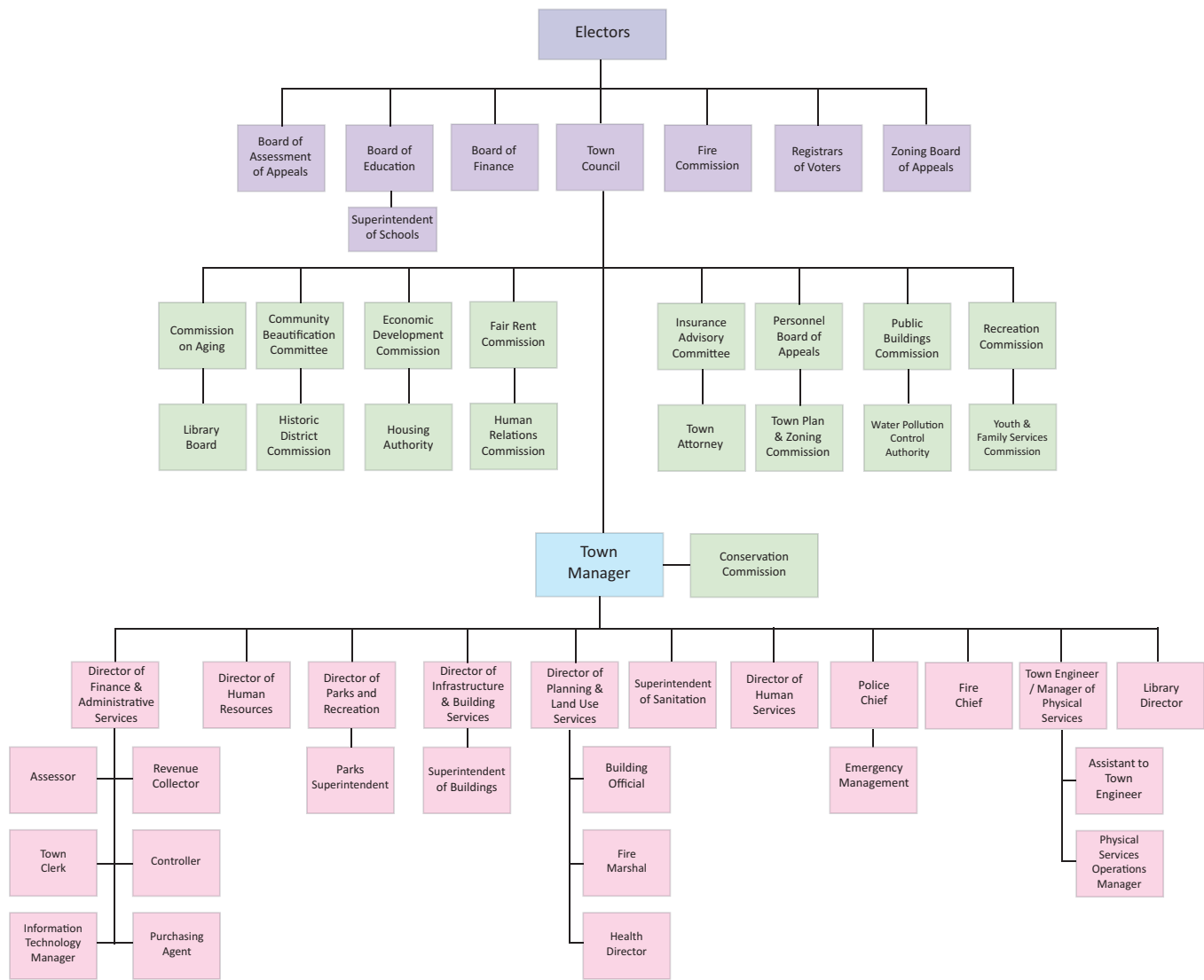
### Youth & Family Services Commission

Durlene Mikkelsen - Liaison  
Bevin Moore, CH  
Tyler Booth  
Angela Phelan  
Natalie Cook  
Ann Purcell-Murray  
Karen Boisvert  
Ann Mount  
Bonnie Fierravanti  
\*1 Vacancy

### Non-Voting Members:

Officer Kreg O'Brien, P.D.  
Lillian Tanski, Board of Ed.  
Rev. Larissa Forsythe, So. Cong. Church  
Pastor Mat Samuelson - Clergy  
Ellis Pizzoferrato - Youth Interests  
Sydney Porter - Youth Interests

# Organizational Chart



## Administration

The following Directors held these positions as of June 30, 2019:

Town Manager - Richard J. Johnson

Chief of Police - Marshall Porter

Director of Finance & Administrative Services - Julie Twilley

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 all Town-organized events on our online [Events Calendar](#) by visiting [www.glastonbury-ct.gov/events](http://www.glastonbury-ct.gov/events) or filter by Category or Department of interest.

## Passport Processing Services

*Available by Appointment Only During the Following Hours:*

Town Hall - Mon/Wed/Fri - 1:00pm - 3:30pm

WTML - Tues/Thurs - 5:00pm - 8:00pm; Saturdays, 9:30am - 12:00pm

### Town Hours of Operation

Town Hall:  
8:00am - 4:30pm (Mon - Fri)  
Transfer Station:  
7am - 3pm (Tues- Sat)  
Bulky Waste Facility:  
7am - 3pm (Mon- Sat)

## Helpful Contact Information

General Inquiries.....	Customer Service Center: (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

## 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](http://www.glastonbury-ct.gov/enotify) and enter your full name and email address. Click the mail icons next to any categories of interest under the Calendar, Job Posts, News, and RFP headings! Going forward, you'll automatically receive messages to your subscribing email address when the Town posts items that meet your selections and you can add or change your preferences at any time. Don't be the last to know. Sign up today at [www.glastonbury-ct.gov/enotify](http://www.glastonbury-ct.gov/enotify)!

### Town Services

[Citizen Request for Service](#)  
[Dial-A-Ride](#)  
[GIS Maps & Property Data](#)  
[Licenses & Permits](#)  
[Lookup Tax Info](#)  
[Venue Rentals](#)

### Programs & Activities

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

### Town Facebook Pages:

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

## Meeting Minutes/Agendas

To view meeting schedules as well as agendas and minutes from Glastonbury Board, Commission, & Council meetings, visit [www.glastonbury-ct.gov](http://www.glastonbury-ct.gov) and click on the "Minutes & Agendas" icon. Click on the group of interest and view all pertinent documents from past/future meetings.

## Resident Resources Continued

### Key Contacts - Glastonbury Public Schools

#### Central Office

	<b>Contact Person</b>	<b>Phone</b>
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

	<b>Director</b>	<b>Phone</b>
Art	Cindy Parsons	860-652-7954
Athletics	Trish Witkin	860-652-7200 ext 12116
Career & Technical Education	Jill Carey	860-652-7200 ext 12002
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)	Mary Poisson	860-652-7967
Secondary English/Library Media (6-12)	Kate Lund	860-652-7200 ext 11050
Mathematics	Brenda Gregorski	860-652-7975
Music	Patricia Lignelli	860-652-7975
Special Education	Kimberly Brown	860-652-7971
School Counseling	Edward Gregorski	860-652-7200 ext 11800
Science	Christine Tedisky	860-652-7200 ext 12002

#### School

	<b>Principal</b>	<b>Phone</b>
Glastonbury High School	Nancy Bean	860-652-7200 ext 1025
Smith Middle School	James Gregorski	860-652-7040
Gideon Welles School	Kent Hurlburt	860-652-7800
Buttonball Lane School	Janet Balthazar	860-652-7276
Hebron Avenue School	Linda Provost	860-652-7875
Hopewell School	Kathleen Murphy	860-652-7897
Naubuc School	Michael Litke	860-652-7918
Nayaug School	Kristine Garofalo	860-652-4949

Glastonbury Public Schools Website:

<https://www.glastonburyus.org/>

