



# Town of Glastonbury

## Annual Report FY2020

2155 Main Street | (860) 652-7710 | [www.glastonburyct.gov](http://www.glastonburyct.gov)

*Photo by Jeff Yardis*

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## Town Council: Message from the Chairman



Dear Glastonbury Residents,

What a year it has been. Successes, the town has had several and topping that list would be the acquisition of the old East Hartford Water District property ,better known as the MDC property, between Manchester Road and Keeney Street. This parcel of land totaling some 580 acres will remain, as it should, forever forest.

Challenges, of yes we had a few of those too. Foremost among them was the arrival of the COVID-19 Virus and its upending life across the world. I would be remiss if I did not thank Town Manager, Richard J. Johnson and the entire Town staff for their imagination in reinventing ways to conduct government operations and serving the citizens of this community.

For those citizens who wore masks, kept socially distant and maintained a positive, understanding attitude, I thank you also. Government, no, society works when nearly everyone works towards a common goal, in this case holding down the number of individuals who would become ill and reopening society as quickly and safely as possible. Most Glastonbury residents embraced these behaviors making the town a safer place for grocery clerks and others who ensured that food, gas, and more were available.

Next year, we will hopefully return to a new normal. What is that new normal? Well, more people may continue to work from home reducing congestion on area roads. More people, myself included, will continue to wear masks during the flu season thereby reducing the toll those corona viruses exert on society and, just maybe, with the federal stimulus funds coming into Connecticut, a stronger economy will emerge.



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 2019-2020. 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,

The annual Town report summarizes noteworthy achievements throughout the past fiscal year, and serves as an effective snapshot in time to be referenced for years to come. I am pleased to have the opportunity to contribute my comments to this year's report.



**Land Acquisition** - For 50+ years, the Town has endeavored the purchase and preservation of some 500+ acres of open space and forest land owned by the Metropolitan District. Supported by a \$1M state grant, the Town closed on this purchase in January 2020, thus achieving this long-standing goal. An additional 73± acres of open space off Dickinson Road was also purchased this year to complement adjacent Town and state open spaces. As FY2020 was drawing to a close, discussions were underway to purchase and preserve the 200+ year-old walls of the former Cotton Hollow Mill. These efforts will continue in the coming year.

**Bulky Waste Closure Fund** – The Town is fortunate to own and operate a Bulky Waste landfill. Projections indicate the facility will be closed over several phases dating well into the future, and continued careful management will extend the useful life for some 80 years. A formal Closure Fund was established this year to build a reserve for estimated future costs. User fees, sale of materials from the facility, and a modest annual capital appropriation will fund the reserve.

**Alternative Energy/Energy Efficiency** – These successful organization-wide efforts continue with recent examples including: New or expanded solar PV system installations at the Town Hall/Academy Complex, Naubuc, Hopewell, and Buttonball Lane Schools, and soon-to-be installed solar carports at the Police facility; New gas-electric hybrid Senior Services transportation vans and Police SUVs were added to the fleet to complement existing energy efficient vehicles; LED lighting retrofit continues at all Town buildings to support previous exterior and interior installations at Town facilities and surrounding grounds. Overall energy consumption has been reduced by 25%± over recent years.

**Budget & Finance** – The Government Finance Officers Association (GFOA) again recognized Glastonbury with its annual 'Distinguished Budget Presentation' and 'Certificate of Excellence in Financial Reporting' awards. Additionally, Standard & Poor's and Moody's Investor Services reaffirmed the Town's respective AAA/Aaa Bond Ratings. A bond refunding in February 2020 yielded a 0.84% interest cost achieving \$517,000 in prospective savings. An additional refunding of previous borrowing per the Clean Water Fund is planned for the coming months.

**Capital Projects** – The Capital program approved effective July 1, 2019 funded 26 new and continuing projects involving Town and Education infrastructure. The Town engaged an architectural firm for the Library renovation and expansion project and the final design is nearing completion. Bidding and construction in mid-2021 is contemplated. This project is supported by a \$1M state grant and \$1.1M in donations by the WTML Second Century Fund and Friends of Welles-Turner Memorial Library. A number of projects are in final stages and expected to proceed over coming months including: air conditioning at Gideon Welles Schools; reconstruction of Glastonbury Boulevard; Multi-Use Trail between Western Boulevard and House Street; reconstruction of Fisher Hill Bridge; and renovations and code compliance at the Glastonbury High School (GHS) Kitchen and Cafeteria.

**State and National Recognition** – The roundabout projects along the Hebron Avenue corridor were among 6 projects selected by the Connecticut Chapter of the American Council of Engineering Companies to receive an 'Engineering Excellence' Award. Welles-Turner Memorial Library (WTML) was recognized among the 3 Best Public Libraries as the '2nd Best Library in Greater Hartford' by Best of Hartford Magazine (2020). The Glastonbury Police Department received its 10th National Reaccreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA) and State Accreditation from Police Officers Standards and Training Council (P.O.S.T.).

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## Town Manager Report Continued

As we approached the final quarter of Fiscal Year 2020, Glastonbury and communities worldwide encountered the onset of the COVID-19 pandemic. Beginning in mid-March, Town Hall closed to the public along with most other municipal facilities and businesses. The pandemic presented challenges never before experienced and required ongoing adjustments, creativity, communications, and new or revised work practices and service delivery models – e.g. remote staffing, virtual programming, and a host of other modifications. Since the onset of the pandemic, the health and safety of Town staff and community members has been of utmost importance and programs and services will continue to change as the public health emergency persists.

Looking forward to the year ahead, the pandemic is expected to influence Town operations, programs, and services for the foreseeable future. At the same time, work on a variety of projects and initiatives will continue including: ongoing efforts to identify and implement operating efficiencies throughout the organization while improving service delivery; public water service options to areas of the community with above normal levels of uranium in residential well water; preservation of the Cotton Hollow Mill walls and other open spaces; approvals and next steps for a proposed 45,000 square feet of Class A medical office space on Town-owned land within the Gateway Corporate area; recertifying the Town as a Silver (highest level) community through Sustainable CT; updated document management systems for the Town Clerk and a new web-based permitting software to improve customer service and cross-departmental efficiencies; construction phase for WTML renovation/expansion project; final phase of Main Street sidewalk project; and many others.

As mentioned previously, the final quarter of this fiscal year presented challenges throughout every aspect of Town operations. Despite the year's unique circumstances, the Town achieved many successes and is well-equipped to continue these accomplishments and initiatives in the months and years ahead. My thanks and appreciation to all Town staff for their continued dedication, creativity, flexibility, and responsiveness to the ever-changing conditions brought forth by the COVID-19 pandemic. A great job by all. My thanks also to all those elected and appointed officials and community members who continue to help make Glastonbury a great place to live, work, play, and do business.

Sincerely,



Richard J. Johnson  
Town Manager

# Board of Education

## Glastonbury Public Schools Implements eLearning

Due to the coronavirus outbreak, and with almost no notice, our district began an eLearning program in the spring of 2020. The adjustment to eLearning for students, teachers, staff, and families was demanding to say the least. Across grade levels, students demonstrated resilience. Teachers pivoted with dedication and grace. Administrators and staff members shifted weekly to address new priorities. Parent support, crucial for this new way of teaching and learning, was tremendous. Collectively, our students, teachers, staff members, and families rose to the occasion.

For years, Glastonbury teachers have focused on helping students develop the skills that are needed in today's world. These skills include collaboration, communication, problem-solving, creativity, and perseverance. During the spring of 2020, our students and educators called on these skills like never before. Our district was well positioned to begin eLearning as soon as the state closed schools. There are several reasons for our successful transition.

### One-to-One Computing

In the past 7 years, the district's iPad program has improved and expanded. It now reaches every K–12 student. We were not the first school system to adopt a one-to-one computing model, but our vision did place us at the forefront. Providing each student with internet access has changed the way teachers teach and students learn. A world of information is now at each student's fingertips, whether they are at a school building or at home. We teach students to find, evaluate, and apply that information across all subject areas.

### Teacher Training and Support

The focus of our teacher training over the last decade has mirrored this major shift in education. Many teachers jumped seamlessly into online teaching because of that groundwork. Other teachers, with the support of faculty and staff, were quick to follow. We cannot understate the pivotal role our teachers played in the success of our eLearning program.

### Social and Emotional Learning

One other key to our success is an emphasis on supporting the "whole child." We always look to provide challenging academics, but we also support the physical, social, and emotional development of each child. During the coronavirus pandemic, this holistic approach and our caring connections with students and families were critical.

Glastonbury Public Schools remains prepared to respond effectively to whatever comes our way in the coming weeks, months, and years ahead.

### School Communities Kept Spirits High

From 'principals' jokes of the day' to school spirit videos and car parades, our school communities worked hard to lift spirits during the difficult days of home quarantine this past spring. Student and staff video making and video conferencing skills increased dramatically as we all discovered new ways connect with one another. Two highlights, among many bright spots, were the Glastonbury High School (GHS) pre-recorded virtual graduation and the GHS administrators' ambitious "graduation-at-your-door" live journey. In 5 days, 493 graduating seniors received hand-delivered diplomas while their friends and families cheered them on at each mini-celebration.



# Board of Education Continued

## School Year Strategies

In the fall of 2019, Superintendent Alan Bookman outlined several areas that Glastonbury Public Schools would focus on in the coming year. At the time, no one imagined how important these strategies would become when the COVID-19 pandemic spread through our state.

### **Focusing on Resilience, Resolve, and Relationships - The 3 Rs**

Our schools focus not only on academic learning, but also on student social and emotional learning. By developing “the new 3 Rs” of resilience, resolve, and relationships, we can help ensure that every student’s learning needs are met.

### **Educating in a Culturally Responsive Way**

Nearly 500 students in our district have a home language other than English. Over 40 different languages are spoken in those homes. We have over 130 English Language Learner (ELL) students in our district. These students have to navigate the language barrier every day. We are committed to supporting the individual needs of our diverse student body. Every student’s cultural, ethnic, linguistic, and social identity should be accepted, respected, and celebrated.

### **Supporting Student and Staff Health**

Another focus of the year was student and staff wellness. In order to be the best learners and teachers we can be, we need to care for our physical and mental health. Our district is sharing strategies to reduce stress and to respond to setbacks. We are providing opportunities to better understand the mind body connection and to improve our personal and work relationships. We are learning about the importance of exercise and about the impact of trauma on learning. It takes effort to sustain a strong work culture and positive school climate. We are committed to this work.

### **Watching the Bottom Line**

Glastonbury Public Schools is obligated to use its resources wisely. We will continue to review every supply request to ensure that our purchases make a difference to student learning. In addition, the district continues to discourage printing of hard copies in favor of (free) digital sharing. This year alone, our district “retired” approximately half of our aging printers. This is not only saving taxpayer money, but is also more environmentally friendly. Per pupil costs in our district remain significantly lower than the state school system average. Our ‘per pupil’ expenditures are also lower than most similar school systems in our District Reference Group (DRB).

## New Leadership

### **Assistant Superintendent**

Assistant Superintendent for Curriculum and Instruction, Dr. Rosemary Tralli, retired in December of 2019. With uncommon dedication and insight, Dr. Tralli developed school programs which will live on well into the future. Glastonbury Public Schools attracted a large and highly qualified pool of candidates interested in the position. We welcomed Mrs. Cheri Burke to our administrative team as the new Assistant Superintendent.

Mrs. Burke worked for five years as Director of Student Learning at Regional School District #10. She also worked in the past as an elementary and middle school teacher, literacy coach, International Baccalaureate coordinator, adjunct professor at Saint Joseph University, and elementary school principal in East Granby. We are fortunate to have found an educator with such a strong passion for education and record of achievement.



# Board of Education Continued

## Board of Education

Two long-time Board of Education members retired this year. Jeremy Grieveson served the Board in many capacities for 16 years including 6 years as Vice Chair. Susan Karp served for 8 years, all as Chair. Glastonbury Public Schools is indebted to these exceptional leaders for their passion for education and steadfast support of Glastonbury's children. Five Board of Education members were elected in November to 4-year terms, including 3 new members. Another new member joined in June to replace a member who resigned. Our new Board leaders are Board Chair Dr. Douglas C. Foyle, Board Vice Chair Julie M. Thompson, and Board Secretary Rosemary Coggeshall.

## Student Achievement for GHS Class of 2020

- 7 students were National Merit Scholarship Finalists, the highest scorers on the PSAT/NMSQT in each of the 50 states, representing <1% of each state's high school seniors.
- 17 students from the Class of 2020 received Letters of Commendation for their achievement on the PSAT/NMSQT.
- 186 seniors recognized as Faculty Scholars - students who have maintained a 3.75 grade point average over their 4 years of high school.
- 172 seniors earned the state's "Seal of Biliteracy", an honor recognizing high school graduates who are proficient in English and one or more other languages.
- ~92% of the 489 members of the Class of 2020 enrolled in a 2 or 4-year College or University.



## Glastonbury's Teacher of the Year Receives National Recognition

Ms. Diane Pintavalle was honored with the Presidential Award for Excellence in Mathematics and Science Teaching. This is the nation's highest honor for teachers in the science, technology, engineering, mathematics and/or computer science fields. Awardees serve as models for their colleagues, inspiration to their communities, and leaders in the improvement of mathematics and science education. A \$10,000 award from the National Science Foundation accompanies the recognition. Ms. Pintavalle traveled to Washington D.C. in October to receive her award.

Ms. Pintavalle began her teaching career 30 years ago as a science teacher at Glastonbury High School. She has had a measurable and profound impact on biology and advanced research mentorship students every year since. She was selected as Glastonbury Public Schools' Teacher of the Year for 2019-2020. In addition, Ms. Pintavalle was honored this fall as a CT State Teacher of the Year Semifinalist.

In the last 6 years, Glastonbury Public Schools has had 3 CT Teacher of the Year semifinalists and one finalist. Ms. Pintavalle is also our third recipient of the Presidential Award for Excellence in Mathematics and Science Teaching in the last 5 years.

# Probate Court

“This past year has had its many challenges and the Probate Court has taken exceptional measures to meet each opportunity successfully.

In January, 2020, the State of Connecticut implemented an e-Filing system for electronic filing of probate court documents, with original Wills and codicils mailed to the Court. As with any new system, there were a few early setbacks, however, the system is now running smoothly and has many benefits.

COVID-19 continues to be the major complication, not simply to the Probate Court system, but in every aspect of daily life. Despite those challenges, the Probate Court has remained fully operational with limited access to the public to maintain mandated safety precautions. The Court staff worked staggered hours for safety reasons and added measures were implemented within the office spaces to minimize the spread of COVID to court staff. All the while, the Court remained fully operational. With the numbers spiking again this fall, the Office of the Probate Court Administration has done an exceptional job of informing judges and court staff and has implemented a cohort system to maintain court operations and continued service to the public.

The Court continues to receive its mail through the USPS and a drop box has been established for in-person document deliveries. The box is located to the right side of the Parks and Recreation entrance at 2143 Main Street. While the Town Hall remains closed to the public with limited access, all Probate Court operations and hearings remain operational.

Without interruption, weekly Court hearings have continued via Webex conference calls. All parties to a matter are provided access and can participate remotely to maintain safety. We have found this system to be very beneficial for all parties.

Although mandated educational requirements have been waived during the pandemic, my staff and I continue to participate in virtual training events as time permits and, in most cases, have met or exceeded the annual requirements.

The staff of the Probate Court looks forward to when our doors will reopen.

Continued service to the Glastonbury and Hebron communities remains our highest priority. Thank you for the continued faith you have placed in me and my staff.”



Regards,

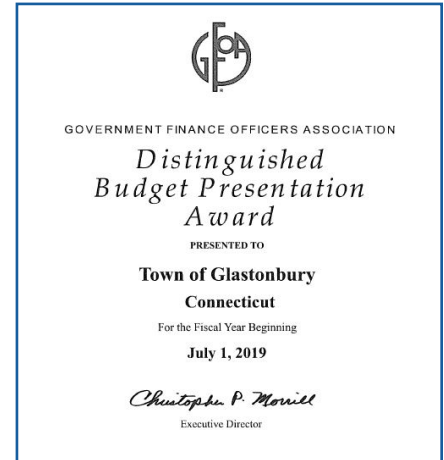
Hon. Sean Michael Peoples  
Judge of the Glastonbury-Hebron

# Administrative Services

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

## Successes & Accomplishments

- Reaffirmed Moody's Investors Service Credit Opinion of 'Aaa stable' and S&P Global Rating of 'AAA/Stable'.
- Earned Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA).
- Debt refunding effective February 2020 achieved \$517,000 in prospective debt service costs to complement previous efforts.
- Generated \$53,000+ in revenue through the sale of Town surplus property.
- Expanded purchasing credit card program and received \$7,000+ rebate based on prior year credit card spend.
- Secured \$42,000+ in annual revenues through lease renewals.
- Standardized construction bid documents for grant-funded projects.
- Purchasing Agent co-chaired the Public Purchasing Association of Connecticut (PPAC) and vice-chaired the Capitol Region Purchasing Council (CRPC).
- Increased participation of online personal property filing by 20%.
- Achieved a collection rate of 99.41% for FY2020.
- Revenue Collector obtained Certified Connecticut Municipal Official (CCMO) designation.
- Town Clerk's office completed another round of the State Historic Documents Preservation Grant for the conservation and preservation of 250 of the Town's oldest permanent record property maps for public use.



## New or Improved Processes

- Implemented PUB 2010 Mortality tables for Town pension plan.
- Effectively marketed health insurance plans to achieve cost efficiencies and consolidate to one carrier.
- Expanded use of electronic billing & payments with smaller banks and motor vehicle leasing companies, allowing for fewer bills to be printed and more efficient posting of payments.
- Transitioned to a new, web-based sporting license program for more efficient issuance of Town Clerk managed licenses & permits.
- Implemented an electronic portal to receive Bid/RFP responses virtually during the pandemic and beyond.
- Converted on-site paper-based processes to online/remote processes including: multiple web-based forms for Youth & Family Services Summer Programs and critical services; online bid submissions within the Purchasing Department; and online surveys for the Voter Registration Office and the State of Connecticut.
- Improved customer service and reduced wait times by introducing a third workstation at the Revenue Collection customer service counter.

# Administrative Services Continued

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

## COVID-19 - Service Modifications

- Successfully transitioned most services to electronic, mail, or drop-box processing including, but not limited to: Assessment inquiries, Vital Record Copy Requests, Dog Licenses, and Land Recordings.
- Purchasing staff collaborated with Police, Fire, and Facilities staff to source and secure necessary personal protective equipment (PPE) and supplies for employees and first responders.
- Relocated Title Searching Room to Academy Building for searchers, attorneys, real estate agents, and residents to address social-distancing guidelines.
- Established an appointment-based process for issuing Marriage Licenses.
- Local Funeral Directors (Assistant Registrars) issued Burial and Cremation Permits, and submitted Death Certificates to the Town Clerk by mail.
- Processed an unprecedented volume of absentee ballots (AB) for the Presidential Primary in August of 2020 in response to the state of Connecticut's expanded AB process. (Allowed COVID-19 as a reason for AB voting.)
- Developed processes and procedures for staff to work remotely by connecting to the Town network.
- IT Staff implemented an online meeting platform for staff and board/commission use in compliance with State of Connecticut Executive Order 7B.
- Property Assessment staff assisted elderly homeowners with filing tax credit applications during the pandemic through door-to-door and remote services.

## On the Horizon

- Reaffirm Moody's Investors Service Credit Opinion of 'Aaa stable' and S&P Global Ratings rating of 'AAA/Stable'.
- Continue efforts to manage cash flow and invest idle funds to maximize interest income during historically low interest rate environment.
- Apply for State Historic Documents Preservation Grant in continuation of the conservation and preservation project for the Town's oldest permanent record property maps.
- Implement State of Connecticut expanded absentee voting system for November 2020 election in response to pandemic.
- Upgrade tax software program and complete conversion of Property Assessment software/database.
- Obtain Certified Connecticut Municipal Collector (CCMC) designations among Revenue Collection staff.
- Develop Request for Proposal for 2022 town-wide Revaluation.
- Implement a virtual credit card payment process for Town suppliers.
- Submit grant applications for COVID-19 related expenditure reimbursement - e.g. FEMA and Coronavirus Aid Relief and Economic Security Act (CARES).
- As pandemic conditions persist, continue to closely monitor Town operations and related revenues and expenses.

## Successes & Accomplishments

- Exceeded projected Building Department revenue goals by \$138,000, supported by the introduction of electronic application acceptance.
- The Glastonbury Health Alliance completed its Community Health Assessment (CHA). In collaboration with Town partners, identified CHA priorities to develop a Community Health Improvement Plan (CHIP) to improve the health and quality of life of people in Glastonbury.
- Vaccinated 430 adults, children, and seniors at the Town-sponsored, seasonal flu clinics hosted by the Health Department.

## New or Improved Processes

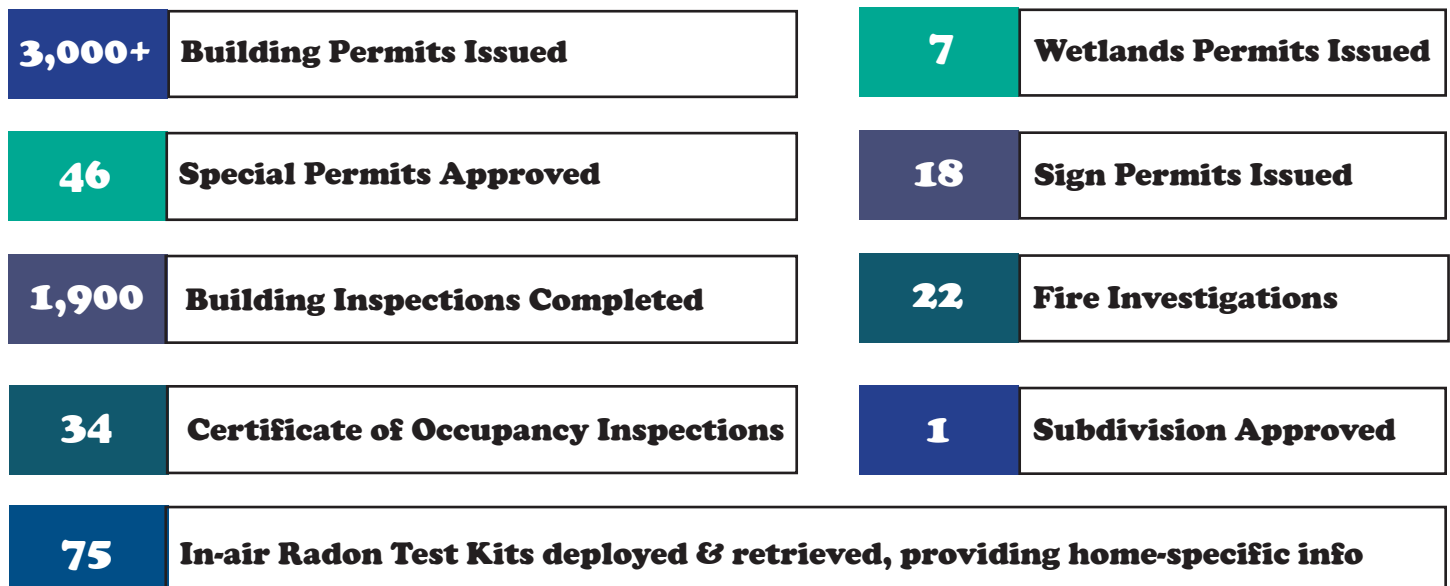
- Launched an online site for accessing building permit history, Title Searching, and Real Estate information.
- Began using Zoom/virtual platforms for Commission meeting and pre-application meetings between staff and developers/applicants. These platforms have provided an effective method for communicating with, and assisting applicants during the COVID-19 pandemic.
- Worked with Facilities staff to develop a renovation plan for the third floor Town Hall offices, including Building, Health, and the Fire Marshal.
- Established a science-based partnership with Thriving Earth Exchange to study uranium in ground water in Glastonbury.
- Adopted a plan review process to enhance the online permit application program for the Fire Marshal's office.
- Phase completion of the 2941-2955 Main Street Commercial Development.
- Transitioned Town Plan and Zoning Commission packets to electronic format in response to the pandemic.

## COVID-19 Efforts

During the early months of the pandemic, the Health Department received, sorted, catalogued, and distributed 25,000+ pieces of personal protective equipment (PPE) to 24 health agencies to ensure the safety of their employees and customers.

To support the local business community during the onset of the pandemic, the Office of Community Development coordinated with other Town staff to develop and implement a Temporary Outdoor Dining application and review process. In response, 12 applications were subsequently approved for local eating establishments, 10 of which occurred within a month's time of process implementation. This was essential to help local establishments continue to operate while complying with state regulations for the restaurant sector.

## Activity Indicators



# Community Development Continued

Building Inspection | Fire Marshal | Health

## Commercial Building Activity - FY2019 - 2020

- **Under Construction:**
  - 400 Hebron Ave. - Retail/Restaurant/Office - 20,015 sq. ft. (sf)
  - 340 Hebron Ave. - Professional Office - 20,000 sf
  - 476 Naubuc Ave. - Office/Medical Office - 2 buildings, ~3,000 sf each
  - 2855 Main St. - Edge Fitness Facility - 38,000 sf
- **Construction Completed:**
  - 49 Sycamore St. - Medical Office - 4,000 sf
  - 467 Naubuc Ave. - Conversion/renovation of residential to office space - 4,448 sf
  - 86 Oak St. - Daycare Center - 10,000 sf
  - 70 Oak St. - Carwash - 5,167 sf
  - 108 Sequin Dr. - Office/Warehouse building - 7,500 sf
  - 80 Sequin Dr. - 10,000 sf of Office/Manufacturing
  - 2955 Main St. - 10,766 sf - (New building added to Shops on Main)



## On the Horizon

- Initiate process for Sustainable CT recertification for 2021 - 2024.
- Work with a planning consultant to prepare the Town's Affordable Housing Plan in accordance with Connecticut General Statutes 8-30j.
- Collaborate with Facilities staff to execute Phase 1 of the third floor interior renovation project.
- Continue the document management project including scanning archived Building permits.
- Issue tablets to Town Plan and Zoning Commission to maintain the new electronic commission packet procedures.
- Procure android infrared devices for Fire Marshal operations.



## COVID-19 and the Health Department

Local public health officials anticipate COVID-19 related responsibilities to continue for at least the next 1 to 1.5 years. The Glastonbury Health Department will continue to address the community's public health needs and work with regional public health partners to organize clinics for prioritized populations as identified by the Connecticut Department of Public Health (DPH). Additional projects and responsibilities to include, but not limited to: contact tracing, mass vaccination clinics, and/or new regulatory enforcement activities as per the Governor's Executive Orders.

# Emergency Preparedness

## Successes & Accomplishments

- Supported annual Santa's Run Road Race with standard and emergency assistance and weather monitoring.
- Recertified Glastonbury's status as a federally recognized "Storm Ready Town" with the National Weather Service.
- Completed training and computer interoperability with the Connecticut Department of Emergency Management and Homeland Security (DEMHS).
- The Connecticut Department of Emergency Services and Public Protection authorized four 800 MHz radios for interoperability with state and local agencies for Glastonbury Emergency Preparedness.
- Supported the Town during the COVID-19 challenges, coordinating with the CT DEMHS on PPE supplies for Town emergency services personnel.
- Maintained Department readiness via drills, monthly siren testing, and storm and emergency awareness.
- Participated in WTIC-AM Annual Food Drive for 24th consecutive year in December 2019.

# Facilities Maintenance

## Successes & Accomplishments

- Supported Town operations throughout the COVID-19 pandemic. Acquired and installed signage (e.g. banner stands), and Personal Protective Equipment throughout Town facilities to reduce infection rate. Such efforts included Desk Shields, hand-sanitizing stations, and additional office modifications.
- Lead the selection of consultants for Power Purchase Agreement for Renewable Energy Certificate projects and roofing for the Board of Education.
- Oversaw design and bidding of new air conditioning units for 27 classrooms in Gideon Welles School. Work included electrical upgrades and controls.
- Received grant for upgrading Town video system for public broadcasting.
- Completed design for Welles-Turner Memorial Library (WTML) renovation and addition project.
- Implemented office updates for Town Manager and Revenue Collection office spaces.
- Completed renovations and code upgrades to Glastonbury High School (GHS) Kitchen code and moved project through State reimbursement program.
- Renovated Tax Office to implement safety glass and security cameras.
- Implemented code improvements at Fire Companies 1 and 2.
- Re-roofed 3 barns on Old Maids Lane.
- Installed new windows at the Police Department (PD) to replace 60-year old units.
- Supported Grange Pool upgrades and Minnechaug Golf Course improvements.

## Activity Indicators

- Perform in-house maintenance, repair, custodial services, and improvements for 323K+ sf of facilities.
- Manage all Town utilities, communications services, and accounts, valued at \$1.5M+ annually.
- Provide staff support to the Public Buildings Commission.
- Oversee an average of \$3.5M+ valued construction work annually.
- Manage 26+ facilities services and consultant contracts annually.

## On the Horizon

- Proceed with WTML renovations including chimneys, roof, and façade (Referendum project).
- Provide project management for GHS locker room/field house project.
- Support workplace safety initiatives through the Police Department.
- Execute code and redesign projects at Fire Companies 3 & 4.

# Fire Department

## Successes & Accomplishments

- Two probationary members received their Firefighter I certification from the Connecticut Fire Academy.
- Seven new probationary firefighters joined the Department during the year.
- Accepted delivery of a new Fire Boat.
- Replaced a 1991 apparatus at Station 4 with a new Class A 4x4 Fire Engine.
- Commenced renovation improvements at Stations 1 and 2.

## New or Improved Process

- Began a multi-year renovation project at Stations 3 and 4.

## COVID-19

The Fire Department received a \$3,500 grant from the Federal Emergency Management Agency (FEMA) to assist in the cost of acquiring needed personal protective equipment (PPE) during the COVID-19 pandemic.



*Pictured: at left: New Engine 41; top right: Lt. Kevin Cofiell and Firefighter Tyler Cafro rescue a deer that was stranded on the ice; bottom right: New Fire Boat at the Glastonbury Boathouse.*

## On the Horizon

- Complete online training to supplement monthly in-person training requirements.
- Implement iPads and other technological advancements in the fire apparatus to enhance communications with Dispatch.



# Housing Authority

## Successes & Accomplishments

During the past year, the Housing Authority has pursued many projects. Some highlights include:

- Commenced a property-wide window replacement project in Welles Village. Once completed 1,965 windows will be replaced.
- Completed initial closing on the Herbert T. Clark Congregates \$3.3M renovation funding with the Connecticut Department of Housing. Construction start delayed to July 2020 due to COVID-19 pandemic.
- Administer mandatory staff and voluntary resident testing for COVID-19 at Herbert T. Clark House in accordance with the Governor's Executive Orders.

## Activity Indicators

<b>434</b>	<b>Units Managed</b>
<b>1,968</b>	<b>Work Orders Requested &amp; Completed</b>
<b>701</b>	<b>Household Members</b>
<b>279</b>	<b>Applications Processed*</b>
<b>40</b>	<b>Apartments Turned Over</b>

*\*279 applications processed. Applications not accepted from March 17, 2020 - June 30, 2020 due to COVID-19 pandemic.*



Center Village property

## On the Horizon

- Redesign website to enhance user access and content.
- Commence and manage Hebert T. Clark Congregate renovation project.
- Continue to review and identify opportunities to create additional affordable housing in the community.

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

# Human Resources

## Successes & Accomplishments

- Expanded outreach for employment opportunities through [WorkPlaceDiversity.com](https://www.workplacediversity.com), an organization that advertises Town job openings to racially diverse, disabled, veteran, and LGBTQ communities.
- Created plans and protocols for employee-employer actions in response to COVID-19-related scenarios, (i.e. diagnosis, symptoms, exposure, travel, and in-person service delivery), to ensure exposure mitigation - e.g. quarantine/isolation, telework, pre-visit health screening, and contact-tracing.
- Achieved 19.59% EAP utilization, 15.88% above the provider's book of business benchmark (3.71%) and 19.58% above the EAP industrial benchmark (0.01%). This translates directly to healthcare savings as employees and their dependents are able to receive up to eight (8) health care visits at no cost to the Town's health insurance fund.
- Executed wage and health insurance reopener with Facilities Maintenance and Sanitation group: American Federal of State, County, and Municipal Employees (AFSCME) and 1 year extension to agreement with Highway, Fleet, and Refuse group: International Union of Operating Engineers (IUOE).
- Delivered online sexual harassment prevention training to all employees in compliance with state 'Time's Up' Act.
- Created or revised administrative policies, including, "Contagious Disease," and "Respectful Workplace – Including Sexual and Other Harassment Prevention."

## New or Improved Processes and Significant Projects

- Implemented online applicant tracking system, allowing candidates to apply through the Town website, enabling Hiring Managers to screen and share information electronically, and improving applicant/employer communications.
- Achieved cost containment by consolidating health insurance carriers to one carrier and implementing a higher level of medical and pharmacy management to plans. Outsourced COBRA administration.
- Created tools and protocol for administering Emergency Paid Sick Leave and Emergency Family and Medical Leave, mandated under the Families First Coronavirus Response Act.

## Activity Indicators

- Managed 34 Leaves of Absence under Family and Medical Leave Act (FMLA).
- Processed 2 Emergency Paid Sick Leave applications.
- Managed the employment separation and pension benefit elections for 13 employees and the employment separation and medical benefit elections of 23 employees.
- Provided 38 Training classes to 341 participants on topics such as Preventing Sexual Harassment in the Workplace, Preventing Slips, Trips, and Fall Injuries, OSHA-10, and Investment Basics.

## On the Horizon

- Implement internship/apprenticeship program.
- Study labor market to improve affirmative action opportunities.
- Design and implement a diversity, equity, and inclusion program, and provide staff training on implicit bias.
- Implement integrated Payroll and Human Resources Information System.
- Continue to streamline benefits administration processes and redesign performance management and communications systems. Continue to collaborate with broker, workers' compensation insurance provider, and Safety Committee to improve safety and reduce loss claims.
- Outsource select administrative duties to enhance staff productivity and ensure quality outcomes and legal compliance - e.g. FMLA administration, background investigation, and driver's license monitoring.

# Human Services

Senior Services | Social Services

## Successes & Accomplishments

### Senior Services

- Received new federal grant-funded Hybrid bus to improve overall efficiency of Dial-A-Ride (DAR) program.
- Awarded \$8,000 in federal grant funds from the North Central Area Agency on Aging to support a Chores program for seniors/disabled residents in need of household chores assistance.
- Hired consulting firm to assist with Glastonbury Age-Friendly Community Action Plan development.
- Received \$51,278 in renewal funding from the CT Department of Transportation to enhance DAR services.
- Successfully organized 2 town-wide Community Conversations, 3 Focus Groups, and an extensive community survey to obtain critical input from residents on the Glastonbury Age-Friendly Community initiative.

### Social Services

- Received a \$4,000 grant from the Hartford Foundation for Public Giving to provide life essentials to income eligible residents. Purchased food items and grocery gift cards to support residents' food needs due to the pandemic.
- Developed the "Glastonbury Gives" program, an initiative assisting residents in need, to create awareness, establish name recognition/branding, and streamline donations. (Program is entirely supported by community donations.)
- Offered a 'Healthy Brain Series' in partnership with Hartford HealthCare Center (HHC) for Healthy Aging. A well attended 5-part series offered activities to challenge the mind and tips to keep one's brain sharp.
- HHC for Healthy Aging provided free, monthly Memory Screenings at the Riverfront Community Center. The screenings help determine if the individual should seek a full medical exam.
- Volunteer Dieticians offered 2 well attended Health and Wellness presentations at Center Village. (Unfortunately, additional events were cancelled due to COVID-19 related closures.)



## New or Improved Processes and Significant Projects

- Upgraded My Senior Center (MSC) software to improve informational "robo" call feature and better serve senior and disabled resident program participants.
- Increased usage of MSC software's various features to identify and target specific participant groups, automate email messaging and trip/activity reminder phone calls, and improve communication system efficiencies.
- Introduced an array of new and intergenerational programs to expand participants' horizons including: Pen Pal and Techie Teens Helping Savvy Seniors, Focused Meditation, Reiki, Writing & Poetry classes, Korean Flower Making, Murder Mystery Tours, Pickle Ball, Crokinole, Trivia games, and travel excursions to museums & theaters.
- Transitioned the Sharing Tree newsletter to bi-monthly distribution for increased productivity and efficiency.
- Created Mother-Daughter Circle program in collaboration with Youth & Family Services and the Housing Authority to provide tools to strengthen relationships between mothers and their pre-adolescent daughters.
- Identified and researched a new software program to more accurately track assistance and improve interventions with residents and better serve the community.
- Purchased storage trailers in lieu of monthly rental to realize cost savings.

# Human Services Continued

Senior Services | Social Services

## Activity Indicators - Senior and Social Services

~**25,000** units of participation in senior activities/trips

Provided ~**13,000** rides to ~**500** unduplicated residents through Dial-A-Ride service

**173** students received backpacks, gift cards, and supplies through annual Back to School Program

**470** residents received food items & grocery gift cards through the Thanksgiving meal program

**310** Renter's Rebate Applications completed and processed for eligible residents

~**1,200** seniors/disabled individuals participated in programs designed to improve their well-being

**17** families (26 children) received gift bags through the Parks & Recreation/Social Services 'Mother's Day Re-Gifting' Program

**658** residents received assistance with non-perishable food, household items, or grocery store gift cards through the Glastonbury Food Bank

~**7,500** meals served to seniors/disabled individuals

**558** residents received toys/gifts or gift cards through the annual Holiday program

**320** households assisted with winter heating costs and utility expenses/prevention of shut-offs through the Energy Assistance Program and Fuel Bank

Conducted **3** grant-funded Tai Ji Quan 'Moving for Better Balance' classes, and volunteer-led 'Matter of Balance' program, helping ~50 seniors/disabled individuals strengthen their balance & mobility

## COVID-19 Efforts

### Senior Services - Serving Senior/Disabled Individuals

- Implemented Wellness phone call system to identify vulnerable individuals.
- Created and implemented multiple virtual and outdoor programming options.
- Authored and disseminated two virtual newsletters at outset of pandemic.
- Increased social media use to reach broader base of senior/disabled resident population.
- Organized volunteers to assist residents with diverse virtual programming and grocery/medication delivery.

### Social Services

- Began providing grocery store gift cards to eligible residents through contact-less drive-up / pick-up in lieu of the traditional Food Bank program to help minimize contact and in-person interaction. The division noted a ~20% increase in Food Bank use as a result of the COVID-19 pandemic.
- Modified resident program delivery processes using mail, email, online interfaces, and drop-box to ensure no loss of services or benefits as a result of the pandemic-necessitated facility closure.
- Partnered with Glastonbury Parks & Recreation staff to organize and implement a free face mask sewing and distribution program at the onset of the pandemic when they were difficult to obtain. Provided 1390 Masks to residents through this contact-less, pick-up program.

# Human Services Continued

Senior Services | Social Services

## On the Horizon

- Assist Commission on Aging in completing the Town's Age-Friendly Community Plan of Action and submitting it to the national AARP for approval and implementation.
- Organize community volunteers to provide household chores assistance to seniors/disabled individuals in need.
- Increase access to technology and socialization by matching community resources & volunteers with senior/disabled individuals who are technologically-limited and/or isolated from community interactions.
- Upgrade/refurbish pool tables and billiards game room at the Riverfront Community Center.
- Increase online payment and registration for Senior Services programming through new registration software.
- Implement new software program to improve tracking of resident interventions and assistance provided through Social Services.
- Distribute 'File of Life' to town residents to provide critical information for first responders.
- Develop a community group consisting of the Board of Education and members of the Interfaith Community to collaboratively identify resident needs and associated responses.



Face masks created through the COVID-19 mask sewing and distribution program



# Libraries

## Successes & Accomplishments

- Completed final design phase of library renovation/expansion project.
- Upgraded audio-visual equipment in the Friends Room to provide state-of-the-art, easy-to-use equipment. Project funded by Friends of Welles-Turner Memorial Library.

## New Services, Programs, and Activities

- Launched the following online services: Creativebug - award-winning arts & crafts classes taught by recognized design experts and artists; Kanopy-streaming video service; PressReader-unlimited access to thousands of worldwide newspapers.
- Implemented 'Treat Yourshelf', an online readers advisory where librarians select appropriate titles based on a user's personal reading preferences.
- Popular programs offered during the year included:
  - Thru Hiking the Appalachian Trail - A speaker documented his 6-month experience hiking the Appalachian Trail from Georgia to Maine.
  - Homemade Fettuccine - Teens learned how to make homemade fettuccine with help from a registered dietician from Food Explorers.
  - Big Rocket Build - Using recycled items, children worked in teams to build a rocket large enough for them to fit in!

## Activity Indicators

<b>192,379</b>	<b>Visits - In person and online</b>
<b>270,066</b>	<b>Total Circulation (physical &amp; digital)</b>
<b>133,558</b>	<b>Collection Items (physical &amp; digital)</b>
<b>335</b>	<b>Programs</b>
<b>6,441</b>	<b>Program Attendance</b>

## On the Horizon

- Complete library renovation project and open to the public.
- Launch library app to include: access to catalog, checkout of library materials, and program registration from smart phone.
- Investigate remote print software (print from home to library printer).



### COVID-19 Efforts

- Migrated programs from in-person to online
- Offered curbside, contact-less pickup service
- Issued temporary library cards online for use of electronic services
- Implemented automatic renewal of library materials



Big Rocket Build program

### Public Libraries

#### East Glastonbury Library

1389 Neipsic Road  
Glastonbury, CT 06033  
(860) 633-5637

Open Mon/Tues/Thurs  
Follow them on Facebook

#### South Glastonbury Library

80 High St.  
South Glastonbury, CT 06073  
(860) 633-4793

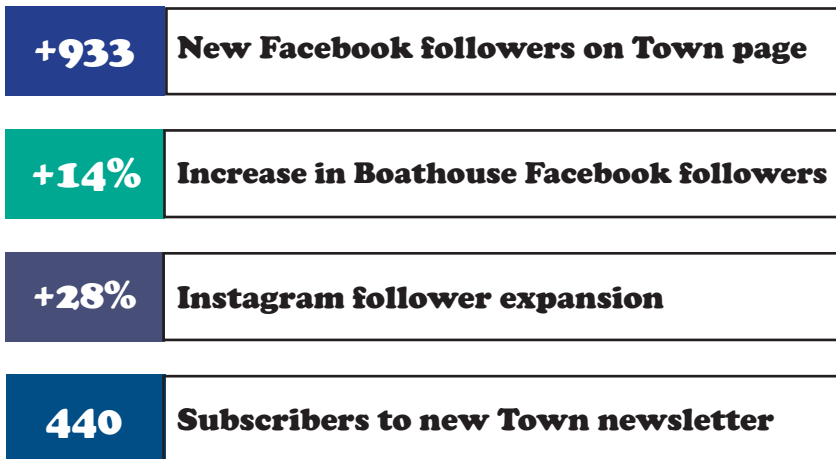
Open Sunday - Friday  
[www.southglastonburylibrary.org](http://www.southglastonburylibrary.org)

# Marketing & Communications

## Successes & Accomplishments

- Received the WeddingWire Couples' Choice Award for 2020® for the Glastonbury Boathouse venue space, an achievement which recognizes the most highly rated vendors of the year based on client reviews.
- Worked with Parks & Recreation staff to plan, promote, and host the second annual holiday fair at the Glastonbury Boathouse. Event was well-attended and well received by guests and vendors alike.
- Launched monthly Town newsletter, 'Glastonbury at a Glance', in November of 2019 to promote Town programs, events, and opportunities among community members.
- Coordinated the annual Breast Cancer Campaign. Through bake sales and other fundraising efforts, Town staff independently raised \$1,200 for Connecticut Cancer Foundation patients.
- Expanded social media following on Glastonbury Boathouse Facebook page by 14% and on Instagram by 28%. These free platforms help generate revenue to offset operating and maintenance (O&M) costs at Riverfront Park.
- Increased Town's email notification (eNotify) subscription to 9.65% of the town population.
- Worked with Parks & Recreation to install signage at several Town-Owned Open Space Signs and developed a corresponding web page featuring an Open Space map and site descriptions. ([www.glastonburyct.gov/OS](http://www.glastonburyct.gov/OS)).

## Activity Indicators



## On the Horizon

- Launch new and improved Town website with design focused on ease of use, accessibility for users of all abilities, and improved navigation and search functionality.
- Collaborate with Refuse and Customer Service staff to implement Refuse Permit Processing by Mail.
- Increase revenue generated at Glastonbury Boathouse, which helps offset Riverfront Park O&M costs.
- Continue to improve Town communications in response to the COVID-19 pandemic to keep residents informed of new developments, resources, vaccine information, and modified Town operations/service delivery processes.
- Collaborate with Boathouse catering partners to implement joint marketing programs.
- Work with cross-departmental Town staff to improve storm response processes including damage assessment, data entry, operating efficiencies, and internal communications.

## COVID-19

Developed and implemented a multi-faceted communications plan to keep residents informed of pandemic updates, resources, and information. Efforts included a dedicated website page, weekly updates from the Town Manager's office, and resident reference guides outlining changes to Town operations, service delivery, and programming.

Created electronic website forms to accommodate changing Town service delivery processes including: appointment requests for Marriage Licenses and Clinical Services, face mask requests, and public comment/written testimony submissions for Board/Commission meetings.

# Parks & Recreation

## Successes & Accomplishments

- Raised \$11,000+ for cancer research by hosting 3rd Annual 'Mile for Mark' event. (Part of the national Swim Across America event to fight cancer.)
- Awarded the Local Prevention Council grant for Substance Abuse Prevention Initiatives in collaboration with Glastonbury Community Action Partnership (GCAP)
- Implemented 1st Annual Doggy Paddle at Addison Pool.
- Installed benches & trees at J.B. Williams, Hubbard Green, and Ferry Park through 'Living Legacy' donation program.
- Restored basketball courts at Welles and Riverfront Parks and repaired Riverfront Park ice-skating area.
- Provided essential childcare and respite for families through summer camp programs.
- Expanded kayak storage rental capacity at Riverfront Boat Launch. (Revenues help offset O&M costs at the Park.)
- Purchased portable welder to make on-site repairs, e.g. play equipment and boat docks/ramps.
- Hosted 2nd annual community Holiday Fair at the Glastonbury Boathouse.
- Selected catering partners for the Glastonbury Boathouse for a new 3-year term beginning in 2021.



Slipaway Boat Tours



Music and Arts Camp participant



Men's Softball League

## New or Improved Processes and Programs

- Worked with Slipaway River Tours to offer boat & charter trips from Riverfront Park.
- Expanded Rowing camp, Family Fitness, 'Mommy & Me' classes, and other programs to increase participant capacity.
- Implemented the following new technology solutions and equipment:
  - Surround sound theatre system for Academy Cafeteria
  - Registration Software for Santa's Run to improve process and enable registrant donations
  - New boiler, water line, and chemical storage building at Parks Garage for improved energy efficiency and equipment preservation
  - Underwater aeration system at Eastbury Pond to reduce pressure from aquatic weeds
  - Pusher for John Deere tractor
- Modified Eastbury Pond well system to gain efficiencies in pump/electrical use and ensure more consistent water pressure and availability during swim season.
- Leveraged Seamless Docs software to improve online Facility Rental and Job Application forms. Also used the program in conjunction with the Town website to transition all summer camp paperwork to an online format and to distribute program information.
- Worked with Glastonbury Little League to transition Ross Field to cleaner, more efficient LED lighting. Included a grant from the Hartford Foundation to Glastonbury Little League.
- Planted trees at first and ninth hole at Minnechaug Golf Course to deter play away from nearby streets and homes.



# Parks & Recreation Continued

## Activity Indicators

<b>1,622</b>	<b>Fitness Program Participants</b>	<b>506</b>	<b>Boat Launch Visitors</b>
<b>1,001</b>	<b>Tennis Court Reservations</b>	<b>200+</b>	<b>Programs Offered</b>
<b>20,654</b>	<b>Golf rounds played at Minnechaug</b>	<b>555</b>	<b>Participants in Community 'Juke Box Bingo' Events (May &amp; June)</b>
<b>67</b>	<b>Events hosted at the Glastonbury Boathouse, July 2019 - March 2020*</b>		

*\*Includes 34 weddings. Due to the pandemic and state restrictions on gatherings, the Boathouse was not able to host events from March 2020 through fiscal year-end (June 30, 2020).*

## On the Horizon

- Install Splash Pad at Addison Pool.
- Implement new Recreation Management Software to improve customer experience and operating efficiencies.
- Purchase special event chairs for Boathouse client rental as an additional revenue source.
- Invest in a security system at the Boathouse and all Town parks.
- Solicit and review proposals for the 2021 - 2026 fitness provider contract.
- Transition the Community Service Officer Program to a new Park Ranger Program.
- Update Parks and Recreation Plan of Development.
- Implement improvements to the J.B. Williams Park and the Dog Park, the latter to include water access.

## COVID-19 Service and Program Modifications

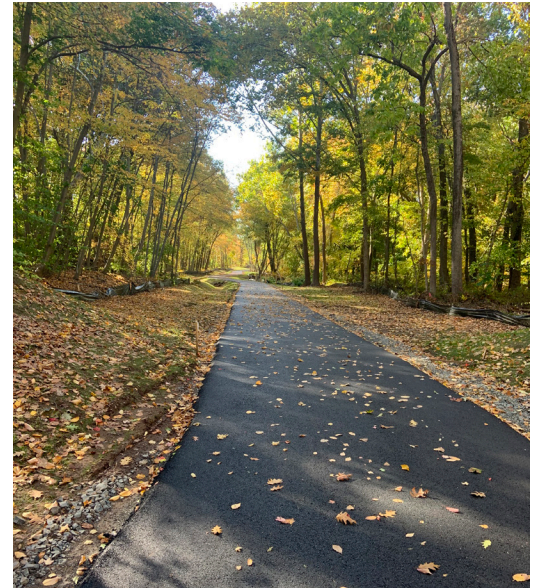
- Modified several programs and facility protocols to comply with the diverse and complex state COVID-19 guidelines, including, but not limited to:
  - Transitioned programs from in-person to virtual format - e.g. Fitness Classes, Scavenger Hunts, Chalk Contest, Facebook Live Tutorials, and Weekly Social Media posts.
  - Addison and Grange Pool Access and Protocols - Implemented online registration process and designated time slots to manage capacity and enforce mask/social distancing guidelines.
  - Modified sports programs, including:
    - At-home workouts for swim team, including a competition for 'most workouts completed'
    - Swim team practice for swimmers who were unable to participate in the competitive swim leagues (leagues were cancelled due to the pandemic)
    - Youth & Adult tennis lessons (in compliance with U.S. Tennis Association COVID guidelines)
    - Adult Softball League for truncated season (July - September)
    - Riverfront Park Programs & amenities - Boat launch, L.L. Bean Outdoor Discovery School
    - Collaborated with Health Department to ensure proper Town lifeguard training in accordance with State and American Red Cross COVID-19 guidelines

# Physical Services

Engineering | Highway | Fleet Maintenance

## Successes & Accomplishments

- Administered and inspected construction on several large-scale projects including:
  - **Multi-Use Trail Phase 2, between Western Boulevard and House Street** - Project provides a safe alternative to the Hebron Avenue corridor for pedestrians and cyclists.
  - **Fisher Hill Road Bridge Replacement** - Project replaced an 80+ year old bridge with a new context-sensitive structure over Roaring Brook
  - **Glastonbury Boulevard Pavement Rehabilitation** - Project provided for rehabilitation of the entire roadway pavement structure and incorporated several pedestrian crossing safety improvements.
  - **Main Street Sidewalks** - Project included 2700' of sidewalk construction along the high volume Route 17 corridor, thereby providing further progress towards a pedestrian connection to South Glastonbury.
  - **Birch Mountain Road Pavement Rehabilitation** - Pavement structure replacement over the road's expansive 3-mile length.
  - **Hopewell School Parking and Access Drive Reconstruction** - Reconstruction of all paved parking, vehicular circulation space, and children's play areas on the school site. Work was coordinated such that there was no interruption to school activities or programs.
  - **Sidewalk Repair and Replacement** - This work continued on the multi-phased effort to comprehensively address all outstanding maintenance issues associated with the Town's extensive sidewalk network.
- Performed preparatory and restoration work associated with the Town's aggressive road paving program.



Pictured above/below, Western Boulevard-House Street Multi-Use Trail



Pictured below, new Fisher Hill Bridge

## On the Horizon

- **Main St. Reconstruction** - Engineering Division staff will complete design work for the reconstruction of Main Street between School Street and New London Turnpike. This project will rehabilitate the pavement structure and improve both pedestrian safety and overall aesthetics of the corridor.
- **Main Street Sidewalks** - Design alternatives will be refined for installing sidewalks along Main Street (Route 17) adjacent to sections with steep side slopes on the west side. Installation will complete connections to previous construction to the north and south thereby providing safe pedestrian access to and from South Glastonbury.
- **Fire Company #4 Parking and Access Drive Rehabilitation** – Reconstruction and reconfiguration of all paved areas on the Fire Company #4 site. Work to include repair and replacement of drainage structures along with reconfiguration to improve geometry off Manchester Road.



# Police Department

## Successes & Accomplishments

- Achieved 10th reaccreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA).
- Implemented software allowing for full automation of Department accreditation, training, and general order systems. Increases efficiencies and accountability.
- Officer Magrey honored as the Exchange Club 'Officer of the Year'.

## New or Improved Processes

- Implemented data mining software to create and share interactive data, and allow management to make more informed, data driven, and strategic decisions.
- Introduced first round of Hybrid Cruisers into the fleet. Expected to significantly improve fuel economy, reduce carbon footprint, and reduce maintenance costs.
- Transitioned false alarm management process to Department's automated Records Management System. Increased efficiency allowed for reduction in Police Department (PD) staffing.
- Participation in federal narcotics task force to combat illicit drug activity.
- Contracted with new public safety radio system vendor, achieving significant savings.
- Implemented scheduling software, improving efficiency and accountability in labor costs and productivity.
- Installed energy efficient windows at PD facility.

## On the Horizon

- Implement body worn camera system in compliance with Police Accountability Act. Will enhance officer safety, provide valuable court evidence, and increase police accountability and transparency with the community.
- Install carport housing solar panels to achieve annual energy savings (multi-year project).
- Implement Citizen's Police Academy program.
- Continue upgrade of public safety radio system.



Certificate recognizing the Department for its 10th CALEA reaccreditation



Officer Michael Magrey receives 'Office of the Year' award



Snapshot from new data mining software dashboard

## Registrars of Voters

After 5 years of service, Charlie Murray, Democratic Registrar of Voters, retired on February 15, 2020. Appointed to serve out his term is Mark Dobbins, the Deputy Registrar of Voters. Mark represents Hartford County as a member of the Registrars of Voters Association of Connecticut (ROVAC) Education Committee.

## Successes & Accomplishments

- Lisbeth Becker, Republican Registrar of Voters, continues to serve as the Chairperson of the ROVAC Technology Committee, and as Treasurer on the ROVAC Board.
- Appointed in the spring of 2019, Lisbeth Becker continues to represent Connecticut on the U.S. Election Assistance Commission Standards Board.

## COVID-19 Efforts

The COVID-19 pandemic has had a significant impact on all town office operations, and presented several challenges regarding the safe and successful execution of election events throughout the 2020 calendar year. In response to these unprecedented conditions, the Registrar of Voters (ROV) office made several modifications to their standard operating procedures, resulting in a successful election season. Such efforts included:

- Submitted a proactive “Safe Polls Plan” to the Town Council detailing future election plans to help ensure they may be conducted safely and in accordance with the Centers for Disease Control (CDC) protocols.
- In partnership with Town Marketing staff, expanded electronic ROV services through the Town website to allow voters to conduct most transactions online, and provide frequent, timely updates and news bulletins.
- Developed additional processes to support the Town Clerk’s office and Absentee Ballot processing & operations.
- Updated poll worker and voter training programs to include COVID-19 health and safety protocols. Continued outreach to hire and train new poll workers.

## New or Improved Processes

- Implemented a general office email address, **rov@glastonbury-ct.gov**, to improve communications between ROV office staff and community members.
- In partnership with the Town Information Technology (IT) Department, and working the Connecticut Secretary of the State (SOTS) and the Connecticut National Guard, began assessing and further securing ROV computer systems against intrusion.

## Activity Indicators

- Continued to collaborate with other states, towns, and the SOTS to maintain the security and integrity of the CT Voter Registration System (CVRS).
- Conducted annual canvasses of voters to ensure voting lists are complete and accurate.
- Promoted Special Voter Registration Days and Election Days through local print media and online communication platforms.

# Sanitation

## Refuse Disposal | Water Pollution Control

Note: The COVID-19 pandemic significantly impacted all levels of departmental operations. Several programs and services have been temporarily reduced or eliminated as a result of related CDC / State of Connecticut restrictions.

## REFUSE DISPOSAL

### Successes & Accomplishments

- Collected and diverted 5.65 tons of organics (food waste) from the waste stream through the food waste drop-off recycling program at the Transfer Station (second year of operation).
- Issued 5,525 waste disposal permits.
- Purchased a replacement wheel loader for the Transfer Station.
- Held the second annual Compost Bin/Rain Barrel sale for residents resulting in the distribution of 37 composters and 38 rain barrels.
- Implemented a mail-in program for waste disposal permits for resident convenience and improved efficiencies.

### Activity Indicators

- 1,451.50 tons of refuse disposed of at the Transfer Station at a disposal fee to the Town of \$120,474.50.
- 657 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.
- 19.77 tons of materials collected through the successful textile recycling program (average of 1.65 tons/month) which generated \$1,977 in revenue. Since 2014, 112.24 tons of textiles have been collected for recycling.
- 215 residents attended a free Community Paper Shred Event.

## WATER POLLUTION CONTROL (WPC)

- 603,220,000 gallons of wastewater (average 2.44M gallons/day) processed at the WPC Facility, generating 2,455,500 gallons of sludge for ultimate disposal.
- Discharged an average of 62 lbs. per day of nitrogen in the effluent to the Connecticut River, a reduction of 36 lbs. per day to the permitted requirement of 98 lbs. Treatment produced an annual overall reduction of 13,140 lbs. of nitrogen to the River as compared to the permitted level. This successful removal resulted in a \$16,960 payment from the State of Connecticut DEEP.
- Sustained sewer use billing rate (\$3.15 per hundred cubic feet) for second consecutive year, thus remaining within the lowest quarter percentile amongst other Connecticut facilities with similar populations served.
- Replaced Cider Mill Pump Station, initially put into service in 1979.



Compost Bin/Rain Barrel Pickup event



Cider Mill Pump Station

### Get Recycling Email Updates!

Sign up for Waste & Recycling emails by visiting [www.glastonburyct.gov/enotify](http://www.glastonburyct.gov/enotify) and selecting the “Sustainability” and “Waste & Recycling” categories under the Calendar and News headings. By subscribing to both, you’ll receive real-time email updates 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.

You can view your bill online by visiting [www.glastonburyct.gov/taxpmt](http://www.glastonburyct.gov/taxpmt).

# Youth & Family Services (Y&FS)

Clinical Services | Creative Experiences | Outreach Services | Substance Abuse Prevention

## Successes & Accomplishments

- Y&FS staff and the Housing Authority co-hosted the ‘Farmers Market Afternoon Shopping Spree’ at Welles Village, offering residents fresh produce, baked goods, and non-perishable items.
- The Substance Abuse Prevention Coordinator (SAPC) was selected as a panelist at the Opioid Prevention Session hosted by Governor’s Prevention Partnership and Representative Jill Barry. Y&FS resources and substance use prevention tips for parents and guardians were highlighted.
- A ‘Drug Take Back’ event was held in partnership with the Glastonbury Police Department. 83 lbs. of substances were turned in for safe disposal.
- Y&FS staff provided several informational presentations including:
  - Mindfulness and Self Care at the Glastonbury High School’s (GHS) Professional Development Day
  - Identifying Depression & Anxiety at district-wide Public Schools’ Professional Development Day
  - Seminars on current drug trends, signs & symptoms of substance misuse, and Addiction 101
- Youth Service Action Group (YSAG) and the Hopewell PTSO hosted the annual ‘Fall Fun Fair’ event, complete with carnival games, face painting, and the GHS string orchestra.
- Creative Experience and Outreach Services “Social Club” increased its number of high school and middle school participants. Social experiences included outings to restaurants, a nature center, parks, farms, and nature hikes.

## New or Improved Programs and Processes

- The SAPC and Social Services staff launched a Mother-Daughter program at Welles Village for mothers/guardians and their daughters in grades 6-8.
- Expanded the “Kindness Rocks’ initiative by delivering Kindness Rocks to students in Welles Village and graduating seniors from Peer Education, and offering a “Kindness Rock” painting workshop in West Hartford at Johnathan’s Dream, a Boundless Playground.
- Facilitated Mindfulness Breaks and a Peer Mediation Program at Gideon Welles School, and added Peer Support Groups and Peer Mediations Programs at Naubuc and Hebron Ave Schools.
- Adopted telehealth, Zoom, and other virtual platforms to offer continued Clinical, Outreach, and Creative Experiences services.
- Transitioned service requests and intake paperwork to online, fillable forms in response to the pandemic.
- Conducted school groups on topics of social skills, anger management, bullying prevention, and emotional regulation at Hopewell and Buttonball Elementary Schools.

## Activity Indicators

- Produced two theatrical shows: “Footloose” and “A Night at the Movies: A Musical Cabaret” with 250 participants and ~2300 in attendance across both shows.\*
- 34 individuals participated in 16 field trips offered through the Afterschool Creative Experiences (ACE) program\*\*. ACE pairs high school mentors and elementary school students together for trips to local attractions including a local pottery studio, farms, parks, Glastonbury’s Audubon center, museums, and physical fitness activities.
- 10 students attended each Focus Group session hosted by the GHS Special Education Department and Y&FS staff.
- 8-10 residents participated in each ‘Arts in the Park’ event in the summer of 2019.

\* The third annual production of “Seussical Kids” was delayed due to the pandemic with plans to revisit in 2021.

\*\*Additional trips were delayed due to the COVID-19 pandemic.

# Youth & Family Services (Y&FS) Continued

## Activity Indicators Continued

- 30 youth participated in YSAG to support local community groups including Glastonbury Senior Services “Techie Teens” and pen-pal programs, Glastonbury Garden Club, Glastonbury River Runners, Friends of Glastonbury Youth, Friends of Welles-Turner Library, Hartwell Soccer, and the Town Center Initiative (TCI).
- Conducted the Diversion Program in partnership with the Glastonbury Police Department with approximately 10 students per year.
- 10 sixth-grade youth participated in the afterschool Drumming Club at Gideon Welles School.
- Offered Welles Village Activity Council for Youth (WACY) Summer Program in partnership with the Glastonbury Housing Authority and Police Department with approximately 35 youth participants.

## COVID-19

- Provided HIPPA-compliant telehealth services for community members in lieu of in-person appointments.
- Launched a weekly newsletter “Pep Talk for Parents” designed to provide support and resources to parents of middle and high school students, and an additional newsletter for elementary school parents and students.
- Offered virtual programs including YSAG, Social Club, weekly game hour, and other in-home activities.
- Provided Glastonbury Schools with resources to help with coping and managing stress during COVID-19.
- Assembled and delivered ‘Coping Bags’ for youth and adolescents.
- Constructed and installed wooden hearts for display at Town and School facilities to acknowledge frontline and essential workers during the COVID-19 pandemic.



During the COVID-pandemic, the heart became a global symbol for recognizing front-line/essential workers. Y&FS constructed and installed these “Thank you Heroes” hearts for display at various Town and School facilities.

## On the Horizon

- Continue to create, modify, and adjust programming to meet the needs of community youth while adhering to COVID-19 guidelines by offering safe, socially distanced and in-person outdoor programming where possible, and virtual programming as necessary.
- Host a “Parenting during a Pandemic” support group.
- Collaborate with Senior Services staff to provide an educational session on “Building Healthy Relationships” for senior residents.
- Create cross-departmental programs through the Glastonbury Police Department and Outreach staff.
- Provide virtual clinical and outreach programming to include teacher and student “COVID Fatigue” support groups, truancy assessments/interventions and ongoing consultations to Glastonbury Public Schools.
- Foster new and collaborative relationships between Y&FS staff and community organizations to coordinate opportunities for youth volunteerism, community service, and service-based learning.



Clinical Services staff assembled “Coping” or “Self-Care” bags for youth and adolescents during the peak of the pandemic and associated quarantine. They were made available for contact-less pickup.

# 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, 2020**

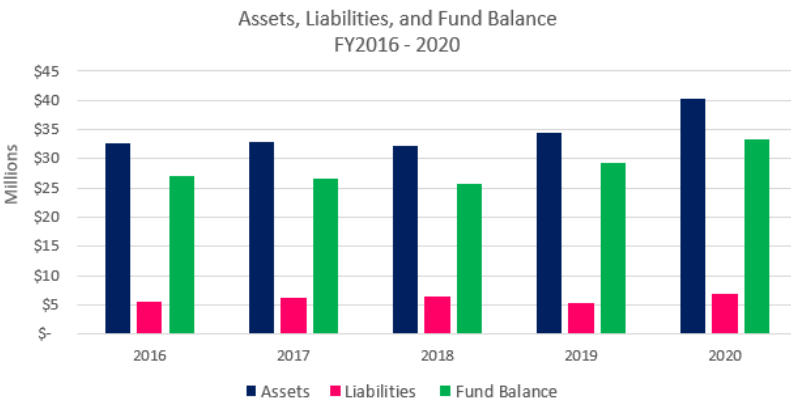
	<u>Budgeted Amounts</u>		<u>Variance with Final Budget</u>	
	Original	Final	Actual	Positive (Negative)
<b>REVENUES</b>				
Property Taxes	153,589,767	153,589,767	154,180,697	590,930
Licenses and Permits	1,150,800	1,150,800	1,286,420	135,620
Intergovernmental	6,781,043	8,146,340	8,680,430	534,090
Charges for Services	1,636,765	1,648,895	1,544,490	(104,405)
Unrealized (gain) loss	-	-	214,189	214,189
Investment Income	1,500,000	1,500,000	1,058,331	(441,669)
Other Revenue	774,251	774,251	2,381,923	1,607,672
<b>Total Revenues</b>	<b>165,432,626</b>	<b>166,810,053</b>	<b>169,346,480</b>	<b>2,536,427</b>
<b>EXPENDITURES</b>				
General Government	3,311,802	3,521,437	3,291,033	230,404
Community Development	2,201,929	2,226,919	2,170,763	56,156
Administrative Services	6,213,738	6,288,026	6,148,554	139,472
Public Safety	14,580,054	14,680,484	14,174,529	505,955
Physical Services	7,457,270	7,457,270	7,206,811	250,459
Sanitation	859,961	881,622	791,897	89,725
Human Services	2,964,504	2,964,504	2,710,890	253,614
Leisure/Culture	5,744,767	5,719,600	5,341,979	377,621
Education	108,699,846	110,636,686	109,122,930	1,513,756
Debt Service	7,157,157	6,810,857	6,712,241	98,616
<b>Total Expenditures</b>	<b>159,191,028</b>	<b>161,187,405</b>	<b>157,671,627</b>	<b>3,515,778</b>
Excess (Deficiency) of Revenues over Expenditures	6,241,598	5,622,648	11,674,853	6,052,205
Other Financing Sources (Uses)				
Transfers in	575,000	575,000	600,000	25,000
Transfers out	(6,816,598)	(8,165,598)	(8,165,598)	-
Total Other Financing Sources (Uses)	(6,241,598)	(7,590,598)	(7,565,598)	25,000
Net Change in Fund Balance	-	(1,967,950)	4,109,255	6,077,205
Fund Balance at Beginning of Year		29,221,140		
<b>Fund Balance at End of Year</b>		<b>33,330,395</b>		



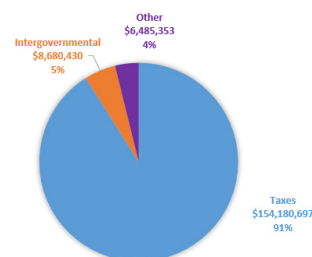
# FINANCIALS CONTINUED

## TOWN OF GLASTONBURY, CONNECTICUT GENERAL FUND - BALANCE SHEET JUNE 30, 2020

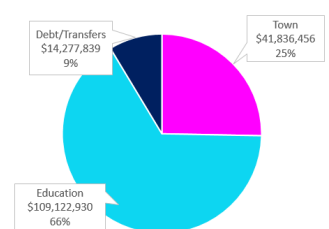
	<u>2020</u>	<u>2019</u>
Assets		
Cash and cash equivalents	38,264,129	32,858,314
Receivables:		
Property taxes	1,311,822	1,064,947
Other	521,719	379,352
Inventory	192,122	202,547
Due from other funds	0	0
Other assets	<u>20,169</u>	<u>22,884</u>
<b>Total Assets</b>	<b><u>40,309,961</u></b>	<b><u>34,528,044</u></b>
 LIABILITIES AND FUND BALANCE		
Liabilities:		
Accounts and other payables	4,414,016	2,743,510
Due to developers for escrow deposits	637,570	681,074
Due to other funds	611,800	521,534
Due to others for escrow deposits	108,593	108,662
Unearned revenue	63,577	33,943
Deferred revenue and Advance tax payments	<u>1,144,010</u>	<u>1,218,181</u>
<b>Total Liabilities</b>	<b><u>6,979,566</u></b>	<b><u>5,306,904</u></b>
Fund Balance:		
Nonspendable	212,291	225,431
Restricted		
Committed		
Assigned	3,044,292	1,394,049
Unassigned	<u>30,073,812</u>	<u>27,601,660</u>
<b>Total Fund Balance</b>	<b><u>33,330,395</u></b>	<b><u>29,221,140</u></b>
 <b>Total Liabilities and Fund Balance</b>	 <b><u>\$40,309,961</u></b>	 <b><u>\$34,528,044</u></b>



Revenues FY2020



Expenditures FY2020



## 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 34,810 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

8 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 comprised of water company, state forest, and town lands

**60%**

Residential with suburban to rural densities

**15%**

Geographically compact commercial / employment district

## Town Council - FY2020

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

## 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

## Financial Information

### Net Grand List

2018: \$ 4,225,059,297  
2019: \$ 4,275,795,625

### Mill Rate

July 2019: 36.36  
July 2020: 36.90

## State Representatives

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

## State Senator

Steve Cassano (D) (860) 240-5302

# Elected and Appointed Officials (As of June 30, 2020)

## ELECTED OFFICIALS

Board of Assessment Appeals	Board of Education	Board of Finance	Fire Commission	Town Council	Zoning Board of Appeals	Registrar of Voters
David Cordone Douglas Smith Manisha Srivastava Beth Hillson* Forbes Warren Michael Pellin *1 Vacancy *Additional member during reval year(s)	Douglas C. Foyle, CH Julie Thompson, V. CH Ray McFall Rosemary Coggeshall Kristy Notarangelo David Peniston, Jr. Alison Couture Matthew Saunig	Constantine Constantine, CH Jennifer M. Sanford, V. CH Robert Lynn James R. McIntosh James R. Zeller Walter J. Cusson	Charles (Chuck) Longo, CH Gilbert D. Spencer James W. Dutton John Cafazzo Arnold H. Higgins Richard Quagliaroli	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	Jaye Winkler Nicholas Kornis Sandra O'Leary Brian R. Smith Timothy Lamb  Alternates: David Hoopes, Susan Dzialo, Doug Bowman	Lisbeth Becker Mark Dobbins*  *Charlie Murray retired as Registrar of Voters on February 15, 2020, at which time Mark Dobbins was appointed Deputy Registrar.

## 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 & Zoning Comm.

### Building Board of Appeals/Code Review Committee

Peter Carey, Liaison  
James W. Dutton  
Terence Sexton  
Doug Bowman  
Jeffrey Lane  
\*1 Vacancy

### Capitol Region Council of Governments

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

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

\* 1 Vacancy

### Commission on Aging

Patti White - Liaison  
(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 DeGross  
Della Winans  
Debra DeVries-Dalton  
Candice Mark

### Conservation Commission/IWWA

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

Philip Markuszka  
\*3 Vacancies

### Economic Development Commission

Khara Dodds - Liaison  
Anthony Lazzaro, CH  
Harold Harris  
Harry Im  
Raymond A. Dolan  
Matthew Saunig  
David O'Connor  
Eric Rousseaur

### Ethics Commission

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

### Fair Rent Commission

Neil Griffin - Liaison  
Manisha Srivastava  
Marti Curtiss  
Carol Ahlschlager  
Elizabeth Catarius  
Allen Friedrich  
Alternate: James Campbell

### Fine Arts Commission

Kelly Devanny - Liaison  
\*7 Vacancies

### Glastonbury Free Academy (Incorporators)

Barbara Bailey - Liaison  
Richard Bowden  
Kevin Graff  
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 Gordon Julien, John Langmaid

### Housing Authority

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

### Housing Code of Appeals

Wendy Mis - Liaison  
Alice Sexton  
Adam Fleisher  
Alina Bricklin-Goldstein  
\*1 Vacancy

### Human Relations Commission

Sherri Tanguay - Liaison  
Nick Daukas  
Leslie Ohta  
Roberta Swafford  
David O'Connor  
\*1 Vacancy

### Insurance Advisory Committee

Julie Twilley - Liaison  
Christopher Griffin, CH  
Ben Kehl, V. CH  
Luther Weeks  
Stephen J. Ludwig  
David Hoopes  
Sridhar Kadaba  
Philip Markuszka

### Personnel Appeals Board

Richard J. Johnson - Liaison  
Allen Friedrich  
Brian Youmatz  
Lynn Onderko  
Paul DiSanto  
\*1 Vacancy

### 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  
John Langmaid, V. CH  
Mario DiLoreto  
Jessica Wallace  
Yola Rondinelli  
Corey Turner  
Ellen Saunig

### Town Plan & Zoning Commission

Khara Dodds - Liaison  
Sharon H. Purtill, CH  
Keith S. Shaw, V. CH  
Robert J. Zanjungo, Kr.  
Raymond Hasset  
Michael Botelho  
Christopher Griffin  
Alternates:  
Scott Miller, 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.  
James Campbell

### Welles-Turner Memorial

#### Library Board

Barbara Bailey - Liaison  
Alex Demirean  
Ellen Saunig  
Jennifer Hudner  
Susan Pearlman  
Irene Newquist  
Jaye Winkler

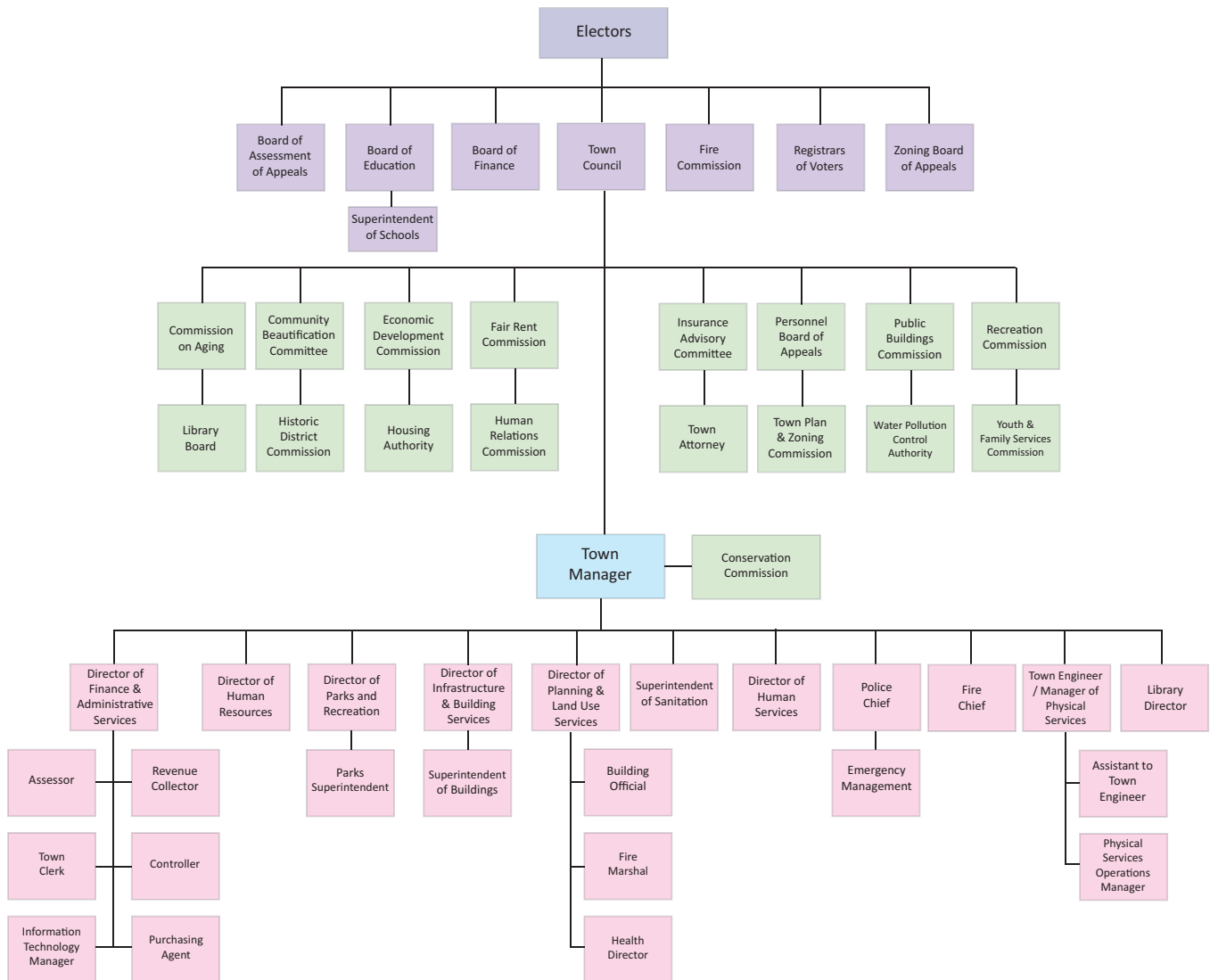
### Youth & Family Services Commission

Durlene Mikkelsen - Liaison  
Tyler Booth  
Angela Phelan  
Natalie Cook  
Ann Purcell-Murray  
Linda Edelwich  
Ann Mount  
Bonnie Fierravanti  
Beth Hilson  
Isabel Rolfe

### 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 individuals below held these positions as of June 30, 2020.*

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

Please note: The services and resources listed here may be affected by the COVID-19 pandemic. Please contact Town staff directly for details on current services and operational hours.

## 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

## Community Events

View all Town-organized events on our online [Events Calendar](#) by visiting [www.glastonburyct.gov/events](http://www.glastonburyct.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:  
7:00am - 3:00pm (Tues- Sat)

Bulky Waste Facility:  
7:00am - 3:00pm (Mon- Sat)

## Meeting Minutes/Agendas

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

### Town Services

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

### Programs & Activities

- [Activities & Programs](#)
- [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](#)
- [Youth & Family Services](#)
- [Glastonbury Boathouse](#)

## Stay up to date with eNotifications!

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.glastonburyct.gov/enotify](http://www.glastonburyct.gov/enotify) and enter your full name and email address. Click the mail icons next to any categories of interest under the Calendar, News, and other 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. Stay in the Know! Sign up today at [www.glastonburyct.gov/enotify](http://www.glastonburyct.gov/enotify).

## Resident Resources Continued

### Key Contacts - Glastonbury Public Schools

#### Central Office

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

#### Curriculum

	Director	Phone
Art	Holly Constantine	860-652-7954
Athletics	Trish Witkin	860-652-7200 ext 12116
Career & Technical Education	Elizabeth Cole	860-652-7200 ext 12002
Health & Physical Education	Jennifer Spring	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
World Language and ELL	Rita Oleksak	860-652-7954

#### School

	Principal	Phone
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/>

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