



# Town of Glastonbury

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

**ITEM #7**  
**01-09-2024 Meeting**

Jonathan K. Luiz  
Town Manager

January 5, 2024

The Glastonbury Town Council  
2155 Main Street  
Glastonbury, CT 06033

**Re: Town Manager's Report**

Dear Council Members:

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

## 1. Budget Schedule

As a reminder, below is the schedule for the upcoming Council budget meetings:

| Meeting  | Date   | Time      | Location<br>(all include option for Zoom) |
|--|--|-----------|---|
| Capital Improvement Workshop   | Wednesday, January 17 <sup>th</sup> <b>and</b><br>Thursday, January 18 <sup>th</sup>             | 6:00 p.m. | RCC, Community Room B                     |
| Annual Town Meeting  | Tuesday, January 23 <sup>rd</sup><br>(regular Council meeting to follow)                         | 6:00 p.m. | Council Chambers                          |
| Budget Workshop –<br>Town Operations (initial presentation)                | Tuesday, February 27 <sup>th</sup><br>(regular Council meeting to follow)                        | 6:00 p.m. | Council Chambers                          |
| Budget Workshop –<br>Board of Education                                    | Wednesday, February 28 <sup>th</sup>   | 6:00 p.m. | Council Chambers                          |
| Budget Workshop –<br>Town Operations (continued presentation)              | Thursday, February 29 <sup>th</sup>  | 6:00 p.m. | Council Chambers                          |
| Budget Workshop –<br>Town Operations<br>(continued presentation as needed) | Monday, March 4 <sup>th</sup>  | 6:00 p.m. | Council Chambers                          |
| Final Budget Public Hearing and Action                                     | Wednesday, March 20 <sup>th</sup> (FBH action<br>required no later than March 27 <sup>th</sup> ) | 7:00 p.m. | Council Chambers                          |

## 2. Financial Assistance Opportunity for Crumbling Foundations Remediation

The Capitol Region Council of Governments (CRCOG) opened an application opportunity for low- and moderate-income families affected by crumbling foundations for additional remediation assistance. This Crumbling Foundation Remediation and Restoration program has been launched by Congressman Joe Courtney, CRCOG, the Connecticut Foundations Solutions Indemnity Corporation (CFSIC), and the Northeast Connecticut Council of Governments (NECCOG) to help low- and moderate-income homeowners access financial assistance to repair damages caused by crumbling foundations.

The financial assistance is made possible by a \$2M Community Project Funding request submitted to Congressman Courtney in 2022 by CRCOG. The funds will be used by CRCOG to help homeowners impacted by pyrrhotite/crumbling foundations to bridge costs not covered by CFSIC. Low and moderate-income definitions vary from town to town, but range approximately to a maximum income of \$66,150 for a family of one to \$94,500 for a family of four. Funds will be allocated on a first-come, first-served basis. Application information is available at [www.crcog.org/gap-foundation-funding/](http://www.crcog.org/gap-foundation-funding/).

## 3. New Water Rates set by the Metropolitan District Commission

Please see the attached letter from the MDC regarding new water rates for calendar year 2024.



**4. Main Street Pedestrian Bridge**

The Wickham Brook Pedestrian Bridge located on Main Street just south of Hubbard Street was briefly closed after structural deficiencies were detected. It has since been reopened to the public. Passage by heavy mechanized vehicles and equipment is not permitted at this time. In the coming months, plans for repair/replacement will be refined so that original bridge design loading can eventually be accommodated.

**5. Appointment of Interim Director of Facilities**

John Elsesser has been hired to serve as Interim Director of Facilities. Mr. Elsesser will succeed David Sacchitella who retired on January 5, 2024 with nearly 29 years of service to the Town. Mr. Elsesser has worked in municipal government in Connecticut since 1981, including Wethersfield, Avon, and Coventry where he retired as Town Manager in July of 2023 after 35 years of service. He brings with him extensive experience of grants, building maintenance, budgeting, personnel, and building construction and renovations. During his interim service, Mr. Elsesser will administer the day-to-day work and conduct an overall review of the department so that the Town Manager can gain a different perspective on the department's needs in both the short term and long term. It is anticipated that Mr. Elsesser will assist the Town of Glastonbury for approximately three months.

**6. Appointment of Revenue Collector**

I am pleased to announce that Bridget Ann Boucher has been hired as the new Revenue Collector effective December 18<sup>th</sup>, succeeding Denise Talbot, who retired after 32 years of service. Bridget brings a wealth of experience to this vital role, having previously served in assessment and collections for the Town of Plainville and as Assistant Revenue Collector for the City of New Britain. Bridget's extensive background in revenue collection is bolstered by her professional credentials. She is a Certified Connecticut Revenue Collector and is pursuing certification as a Connecticut Municipal Assessor. She is an active member of the Connecticut Tax Collectors Association, the Hartford County Tax Collectors Association and Connecticut Association of Assessing Officers.

**7. European Water Chestnut Management**

At the December 5<sup>th</sup> Glastonbury Town Council meeting, a member of the East Hartford Town Council spoke about East Hartford and Glastonbury partnering to manage European Water Chestnut that exists in the Keeney Cove section of the Connecticut River. Attached is information from the Connecticut River Conservancy which is spearheading the management project. I am scheduled to meet soon with the newly elected Mayor of East Hartford to discuss the project and the municipal financial contribution.

**8. Bridge Inspection**

The CT DOT, Division of Bridge Safety and Evaluation has hired TranSystems to conduct highway bridge inspections throughout the state. They will be conducting inspections on the bridge that carries Route 2 over Quarry Road. The work is expected to occur beginning January 15, 2024 ending on January 16, 2024 between the hours of 9:00 a.m. to 3:00 p.m. Lane closures with minor delays are expected on Quarry Road. Traffic control will be handled by TranSystems and the Glastonbury Police Department.

**9. Glastonbury EMS (GEMS) Weekly Updates**

Attached are the latest weekly GEMS reports, which cover calls received and current staffing levels.

**10. Quarterly Report from the Fire Chief**

The most recent quarterly report from the Fire Chief is attached.

**11. FEMA Grant – Assistance to Fire Act Program**

Glastonbury's 2022 Assistance to Fire Act grant application was unsuccessful. The Fire Department requested \$531,500 to replace 80 portable radios and 45 mobile radios, which are over 15 years old. The rejection was based solely on the equipment's age, not considered old enough for replacement at this time. This is a very competitive grant. FEMA allocated \$324 million to the Assistance to Fire Act program. FEMA received over 7,000 applications, totaling \$2.4 billion requests.



**12. State Performs Drainage Work near the Cider Mill**

The State Department of Transportation has completed work to rectify a groundwater issue on Route 17 in the vicinity of the Cider Mill. Following heavy precipitation, groundwater has surfaced in the southbound travel lane. During cold weather months, this has created an icing condition and has generally deteriorated the pavement structure. The Department has installed a perforated underdrain in this area and has connected the pipe to an existing catch basin nearby. This is a common and effective means of addressing this type of problem. Work was completed in a single day and a temporary asphalt patch has been placed over the excavated area. A permanent patch will be installed in the spring.

**13. Safe Streets for All Grant**

The Town applied for a U.S. DOT Safe Streets for All Grant in October of 2023. Specifically, we applied for a Planning and Demonstration Grant to help the Town develop a comprehensive safety action plan. Initially, the Town was informed that it was not selected for funding. Several weeks later, the Town received notice that it was indeed selected to receive grant funding totaling \$96,000.

**14. Scheduled Loss of Revenue from the State of Connecticut**

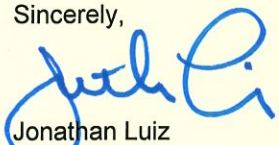
Last budget season, my predecessor shared with the Town Council that the Town of Glastonbury is scheduled to experience in Fiscal Year 2024-25 the elimination of grant funding from the State of Connecticut. Specifically, Glastonbury is set to lose approximately \$2.4 million of motor vehicle cap revenue. I have been working with the Connecticut Conference of Municipalities, the Capital Region Council of Governments, and State Representative Jill Barry to determine if there is a way to maintain the revenue either in whole or in part. As indicated in the chart below, Glastonbury is one of sixteen municipalities set to lose this revenue stream. On January 10<sup>th</sup>, I am scheduled to meet with the entire Glastonbury delegation to the State Legislature for the purpose of reviewing the issue.

| Town          | Est. Revenue Lost |
|---------------|-------------------|
| ANSONIA       | \$ 914,684.96     |
| BERLIN        | \$ 573,574.44     |
| BETHEL        | \$ 489,562.65     |
| BRISTOL       | \$ 3,502,542.50   |
| GLASTONBURY   | \$ 2,269,770.81   |
| GRANBY        | \$ 1,068,872.01   |
| GUILFORD      | \$ 204,379.65     |
| MIDDLETOWN    | \$ 1,390,288.72   |
| NAUGATUCK     | \$ 914,418.60     |
| NEW BRITAIN   | \$ 5,641,826.29   |
| NEWTOWN       | \$ 717,839.63     |
| SIMSBURY      | \$ 1,514,384.03   |
| SOUTH WINDSOR | \$ 2,049,312.09   |
| SPRAGUE       | \$ 113,993.19     |
| WATERBURY     | \$ 4,794,131.11   |
| WINCHESTER    | \$ 101,351.32     |
|               | \$ 26,260,932.02  |

**15. Capital Project Update**

Attached is a capital projects update. Please feel free to ask my questions about the projects. If I am unable to answer any questions on Tuesday evening, I will follow up with responses accordingly.

Sincerely,



Jonathan Luiz  
Glastonbury Town Manager

JL/sal  
Attachments



The Metropolitan District  
 water supply • environmental services • geographic information

December 11, 2023

Mr. Jonathan Luiz  
 Glastonbury Town Manager  
 2155 Main Street  
 PO Box 6523  
 Glastonbury, CT 06033

Re: MDC 2024 Rates

Dear Mr. Luiz:

This letter is to notify you of the 2024 Capital Improvement Surcharge, which will affect MDC water customers in Glastonbury. These meter rates were approved by the MDC District Board on December 4, 2023.

The surcharge is based on the completed capital improvement projects in Glastonbury. MDC's methodology allocates the costs for these projects based on the percentage of hydraulic capacity for each meter size. In addition, the recently completed water main extension on Coleman Road was added to the surcharge.

The new 2024 monthly charges, by meter size, are indicated on the chart below as well as the 2023 approved charges:

| GLASTONBURY  | REPORT       | TIMES ALLOCATION RATE                    | GLASTONBURY    |                |
|--------------|--------------|--|----------------|----------------|
|              |              |  | 2024           | 2023           |
| METER SIZE   | # METERS     | EQUALS SURCHARGE AMOUNT FOR CURRENT YEAR | MONTHLY CHARGE | MONTHLY CHARGE |
| 5/8"         | 5,705        | \$109,260.12                             | \$ 1.60        | \$ 1.60        |
| 3/4"         | 20           | \$574.55                                 | \$ 2.39        | \$ 2.39        |
| 1"           | 284          | \$10,878.13                              | \$ 3.19        | \$ 3.19        |
| 1 1/2"       | 106          | \$8,120.30                               | \$ 6.38        | \$ 6.39        |
| 2"           | 88           | \$126,400.84                             | \$ 119.70      | \$ 119.74      |
| 3"           | 17           | \$56,976.13                              | \$ 279.29      | \$ 279.39      |
| 4"           | 18           | \$103,418.87                             | \$ 478.79      | \$ 478.96      |
| 6"           | 1            | \$7,660.66                               | \$ 638.39      | \$ 638.61      |
| 8"           | 0            | \$0.00                                   | \$ -           | \$ -           |
| 10"          | 0            | \$0.00                                   | \$ -           | \$ -           |
| 12"          | 0            | \$0.00                                   | \$ -           | \$ -           |
| <b>Total</b> | <b>6,239</b> | <b>\$423,289.58</b>                      |                |                |

RECEIVED  
 2023 DEC 14 AM 11:30  
 TOWN MANAGER

The 2023 Capital Improvement Project surcharge for a residential (5/8") meter was \$1.60 per month and will remain unchanged at \$1.60 per month. For higher capacity users (6" meter), the 2023 surcharge was \$638.61 per month, which will decrease to \$638.39 per month in 2024.

If you have any questions or concerns, please feel free to contact me at 860-278-7850, extension 3113.

Sincerely,

A handwritten signature in blue ink that reads "Kelly A. Shane". The signature is written in a cursive style.

Kelly Shane  
Chief Administrative Officer





# Connecticut River Conservancy

## European Water Chestnut Management in East Hartford and Glastonbury

**Connecticut River Conservancy requests \$19,325 for the removal of invasive aquatic species in Keeney Cove**



*Volunteer holding up water chestnut plants at Keeney Cove in June 2023.*

Each summer, the Connecticut River Conservancy (CRC) partners with agencies, municipalities and organizations to orchestrate a comprehensive and coordinated approach to identify and remove invasive *trapa natans* (European water chestnut) from locations in the Connecticut River watershed. When permitted to grow unchecked, water chestnuts proliferate readily on the waters' surface, crowding out native species, limiting light penetration and blocking access to the water for anglers and boaters. Water chestnuts drop seeds each year that spread throughout the river system, which can make tracking challenging. To help control this, [CRC manages a website and data reporting tool](#) to track infestation and removal efforts across the entire watershed. While this approach has worked well and we've noticed a

measurable decline in infestations in some areas, in 2024 we seek to improve efficiency and engage new community partners in this work.

CRC staff and volunteers remove water chestnut plants by hand via kayak or canoe. By removing plants before they set seed, that prevents the next generation of growth. We then bring those plants to shore and they are removed and composted by Blue Earth Compost. We are also in the process of purchasing a motorized jon boat that will help improve the efficiency of our work.

Keeney Cove is listed in East Hartford's Plan of Conservation and Development as a site that has "significant wildlife and/or ecological value," and notes that it hosts a diversity of fish and bird species. Likewise, Glastonbury's PoCD speaks to the site as being "essential fisheries habitat." However, Keeney Cove is being threatened by one of the most severe water chestnut infestations in the Connecticut River Watershed. In 2023,

we had to cancel many of our volunteer water chestnut removal events due to heavy rains and unsafe flood conditions in the Cove. Despite this, we ended our field season strong by hosting a Mega-Pull volunteer event which brought out 30 volunteers, many of whom were new to the work. We provided the use of foldable kayaks to those who do not own their own, which increased the number of people who could participate, and offered pizza at the end of the day to appreciate volunteers. In total we removed close to 12,000 pounds of water chestnut plants from the water body. In 2024, CRC will continue this work and host weekly water chestnut pull events to increase the amount of invasive water chestnut removed from Keeney Cove with the goal of reducing the number of seeds that will grow into new or larger infestations in future years.

Keeney Cove is accessed by a launch on Point Road in Glastonbury. The site is used frequently by the public, primarily for fishing. The infestation at Keeney Cove is expansive, covering over 70 acres. Several times a week staff and volunteers will hand-pull water chestnuts from paddle crafts, working with a motor boat that can transport the plants to the shore. We contract with Blue Earth Compost who removes and composts the plant material in their facilities.

Our current partners for the Keeney Cove site include Backcountry Hunters and Anglers, Blue Earth Compost, CT DEEP, and the Hartford Foundation for Public Giving's Sestero Fund. This season, we hope to expand our community partners in East Hartford, Glastonbury and throughout the region.

We are also closely partnered with the US Army Corps of Engineers and the Connecticut Agricultural Experiment Station on their 2 year field demonstration on the efficacy of herbicides on invasive hydrilla on the Connecticut River. Keeney Cove will be a testing site for herbicidal management in 2024, and we plan on supplementing their work via hand removal of water chestnut. Our priorities will be removing plants that are close to the mouth of the cove (which are at risk of spreading into the mainstem of the Connecticut River), and clearing space near the causeway on Point Road so that people can continue to fish without obstruction.





*Photo taken during our volunteer Mega Pull event at Keeney Cove on August 26, 2023*

## **Timeline and Request for Funding**

CRC is seeking support from the cities of East Hartford and Glastonbury to continue to remove invasive water chestnut and to ramp up efforts to curb the infestation. In addition to this work, CRC is continuing an outreach campaign about the threat of invasive hydrilla, another aquatic invasive species in Keeney Cove and the Connecticut River. We are eager to continue conversations with partners in East Hartford and Glastonbury about options for disseminating information about invasive hydrilla and exploring management options for the future.

Below is a timeline and itemized budget for the work:

- Late April: CRC staff will hire seasonal staff, recruit volunteers, schedule events, create outreach materials.
- Early May: Water chestnut begin to emerge. CRC staff will work to gather materials for the season of hand pulling. CRC staff will begin doing staff pulls with some experienced volunteers due to high and cold water levels.



- May – August: CRC staff will host weekly water chestnut “pull parties” which will engage volunteers to hand remove water chestnut plants. CRC staff will also have several staff days at Keeney Cove each week.
- August - September: CRC will host an event to recognize volunteers and partners who supported the work throughout the season. CRC staff will draft and submit a report including metrics such as volunteer hours, number of volunteers, number of events hosted, amount and percentage of water chestnut removed and recommendations for next year.

|  | <b>Total Cost</b> |
|--|-------------------|
| River Steward salary (full-time)   | \$2,500           |
| Ecology Planner salary (full-time)   | \$1,175           |
| Field Manager (seasonal)   | \$2,400           |
| 4 Field Staff (seasonal)   | \$4,050           |
| Storage Unit Costs (for storing kayaks and other equipment)                              | \$1,000           |
| Costs associated with motor boat (jon boat motor, insurance, and miscellaneous supplies) | \$4,500           |
| Travel   | \$1,000           |
| Indirect (16.85%)  | \$2,700           |
|  |                   |
| <b>Total Cost</b>  | <b>\$19,325</b>   |

# Glastonbury EMS Weekly Update

November 26-December 2



|                       | Position                |
|-----------------------|-------------------------|
| Chief                 | Chris Ferrall - Interim |
| Traning Coordinator   | Carrie Yarina-Rich      |
| Duty Shift Supervisor | Multiple                |
| Quality Assurance     | John Pelow II           |
| Office Manager        | Melissa Kutka           |
| President             | Chris Ferrall           |
| Treasurer             | Heidi Heim              |
| Secretary             | Carrie Yarina-Rich      |

Postion duties are currently being re-evaluated.  
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 Postion duties are currently being re-evaluated.

### EMS Calls for week of November 19-25

|       | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------|--------|--------|---------|-----------|----------|--------|----------|
| Calls | 13     | 12     | 15      | 12        | 13       | 16     | 7        |

### Schedule for week of November 26-December 2

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday      | Saturday |
|---------------|---------|---------|---------|-----------|----------|-------------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered     | Covered  |
| 7am-7pm       | Open    | Open    | OPEN    | Open      | Covered  | Covered     | Covered  |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered     | Covered  |
| Special Event | None    | None    | None    | None      | None     | None        | None     |
| EMS Calls     | 7       | 14      | 10      | 18        | 11       | 7*          |          |
|               |         |         |         |           |          | *as of 2200 |          |

### Schedule for week of December 3-December 9

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|---------------|---------|---------|---------|-----------|----------|---------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm       | Covered | Covered | Covered | OPEN      | Covered  | Covered | Covered  |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event | None    | None    | None    | None      | None     | None    | None     |

No events or meetings occurred this week

Submitted by  
 Chris Ferrall  
[chris.ferrall@gvaa.org](mailto:chris.ferrall@gvaa.org)



# Glastonbury EMS Weekly Update

December 3-December 9



|                       | Position                |
|-----------------------|-------------------------|
| Chief                 | Chris Ferrall - Interim |
| Traning Coordinator   | Carrie Yarina-Rich      |
| Duty Shift Supervisor | Multiple                |
| Quality Assurance     | John Pelow II           |
| Office Manager        | Melissa Kutka           |
| President             | Chris Ferrall           |
| Treasurer             | Heidi Heim              |
| Secretary             | Carrie Yarina-Rich      |

Position duties are currently being re-evaluated.  
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 Position duties are currently being re-evaluated.

### EMS Calls for week of November 26-December 2

|       | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------|--------|--------|---------|-----------|----------|--------|----------|
| Calls | 7      | 14     | 10      | 18        | 11       | 7      | 13       |

### Schedule for week of December 3-December 9

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday  |
|---------------|---------|---------|---------|-----------|----------|---------|-----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered   |
| 7am-7pm       | Covered | Covered | Covered | OPEN      | Covered  | Covered | Covered   |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered   |
| Special Event | None    | None    | None    | None      | None     | None    | Toy Drive |
| EMS Calls     | 10      | 15      | 10      | 7         | 17       | 14*     |           |

\*as of 2200

### Schedule for week of December 10-December 16

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|---------------|---------|---------|---------|-----------|----------|---------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm       | Covered | Covered | Covered | Covered   | OPEN     | Covered | Covered  |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event | None    | None    | None    | None      | None     | None    | None     |

|                       |    |
|-----------------------|----|
| Full time employees   | 9  |
| Part time employees   | 15 |
| In training employees | 3  |
| Volunteers - Active   | 5  |
| Volunteers - On leave | 3  |
| Volunteers - Training | 2  |

Chief Ferrall worked with Social Worker Theresa Buckson to establish a program where GEMS staff will meet, on a monthly basis residents of Center Village and Knox Lane to assist with completing and updating Files of Life. We also discussed expanding this to include meeting times at the Riverfront Community Center that will be open to all town residents.

Submitted by  
 Chris Ferrall  
[chris.ferrall@gvaa.org](mailto:chris.ferrall@gvaa.org)

# Glastonbury EMS Weekly Update

December 10 - December 16



|                       | Position                |
|-----------------------|-------------------------|
| Chief                 | Chris Ferrall - Interim |
| Traning Coordinator   | Carrie Yarina-Rich      |
| Duty Shift Supervisor | Multiple                |
| Quality Assurance     | John Pelow II           |
| Office Manager        | Melissa Kutka           |
| President             | Chris Ferrall           |
| Treasurer             | Heidi Heim              |
| Secretary             | Carrie Yarina-Rich      |

Postion duties are currently being re-evaluated.  
 Postion duties are currently being re-evaluated.  
 Postion duties are currently being re-evaluated.

### EMS Calls for week of December 3 - December 9

|       | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------|--------|--------|---------|-----------|----------|--------|----------|
| Calls | 10     | 15     | 10      | 7         | 17       | 15     | 11       |

### Schedule for week of December 10-December 16

|                       |    |
|-----------------------|----|
| Full time employees   | 9  |
| Part time employees   | 15 |
| In training employees | 3  |
| Volunteers - Active   | 5  |
| Volunteers - On leave | 3  |
| Volunteers - Training | 2  |

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|---------------|---------|---------|---------|-----------|----------|---------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm       | Covered | Covered | Covered | Covered   | OPEN     | Covered | Covered  |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event | None    | None    | None    | None      | None     | None    | Parade   |
| EMS Calls     | 9       | 12      | 15      | 11        | 12       | 4*      |          |

\*as of 2200

### Schedule for week of December 17-December 23

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|---------------|---------|---------|---------|-----------|----------|---------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event | None    | None    | None    | None      | None     | None    | None     |

Submitted by  
 Chris Ferrall  
[chris.ferrall@gvaa.org](mailto:chris.ferrall@gvaa.org)



# Glastonbury EMS Weekly Update

December 17 - December 23



|                       | Position                |
|-----------------------|-------------------------|
| Chief                 | Chris Ferrall - Interim |
| Traning Coordinator   | Carrie Yarina-Rich      |
| Duty Shift Supervisor | Multiple                |
| Quality Assurance     | John Pelow II           |
| Office Manager        | Melissa Kutka           |
| President             | Chris Ferrall           |
| Treasurer             | Heidi Heim              |
| Secretary             | Carrie Yarina-Rich      |

Position duties are currently being re-evaluated.  
 Position duties are currently being re-evaluated.  
 Position duties are currently being re-evaluated.

### EMS Calls for week of December 10 - December 16

|       | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------|--------|--------|---------|-----------|----------|--------|----------|
| Calls | 9      | 12     | 15      | 11        | 12       | 3      | 15       |

### Schedule for week of December 17-December 23

|                       | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|-----------------------|---------|---------|---------|-----------|----------|---------|----------|
| Full time employees   | 9       |         |         |           |          |         |          |
| Part time employees   | 15      |         |         |           |          |         |          |
| In training employees | 4       |         |         |           |          |         |          |
| Volunteers - Active   | 5       |         |         |           |          |         |          |
| Volunteers - On leave | 3       |         |         |           |          |         |          |
| Volunteers - Training | 2       |         |         |           |          |         |          |
| 6am-6pm               | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm               | Covered | Covered | Covered | Covered   | Partial  | Covered | Partial  |
| 6pm-6am               | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event         | None    | None    | None    | None      | None     | None    | None     |
| EMS Calls             | 11      | 13      | 15      | 13        | 17       | 8*      |          |

\*as of 2200

### Schedule for week of December 24-December 30

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|---------------|---------|---------|---------|-----------|----------|---------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm       | Covered | OPEN    | Covered | Covered   | Covered  | Covered | OPEN     |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event | None    | None    | None    | None      | None     | None    | None     |

Submitted by  
 Chris Ferrall  
[chris.ferrall@gvaa.org](mailto:chris.ferrall@gvaa.org)

# Glastonbury EMS Weekly Update

December 24- December 30



|                       | Position                |
|-----------------------|-------------------------|
| Chief                 | Chris Ferrall - Interim |
| Traning Coordinator   | Carrie Yarina-Rich      |
| Duty Shift Supervisor | Multiple                |
| Quality Assurance     | John Pelow II           |
| Office Manager        | Melissa Kutka           |
| President             | Chris Ferrall           |
| Treasurer             | Heidi Heim              |
| Secretary             | Carrie Yarina-Rich      |

Postion duties are currently being re-evaluated.  
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### EMS Calls for week of December 17 - December 23

|       | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------|--------|--------|---------|-----------|----------|--------|----------|
| Calls | 11     | 13     | 15      | 13        | 17       | 8      | 11       |

### Schedule for week of December 24-December 30

|                       |    |
|-----------------------|----|
| Full time employees   | 9  |
| Part time employees   | 15 |
| In training employees | 4  |
| Volunteers - Active   | 5  |
| Volunteers - On leave | 3  |
| Volunteers - Training | 2  |

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|---------------|---------|---------|---------|-----------|----------|---------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm       | Covered | OPEN    | Covered | Covered   | Covered  | Covered | Partial  |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event | None    | None    | None    | None      | None     | None    | None     |
| EMS Calls     | 13      | 12      | 17      | 4         | 9        | 11*     |          |

\*as of 2200

### Schedule for week of December 31-January 6

|               | Sunday  | Monday  | Tuesday | Wednesday | Thursday | Friday  | Saturday |
|---------------|---------|---------|---------|-----------|----------|---------|----------|
| 6am-6pm       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 7am-7pm       | OPEN    | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| 6pm-6am       | Covered | Covered | Covered | Covered   | Covered  | Covered | Covered  |
| Special Event | None    | None    | None    | None      | None     | None    | None     |

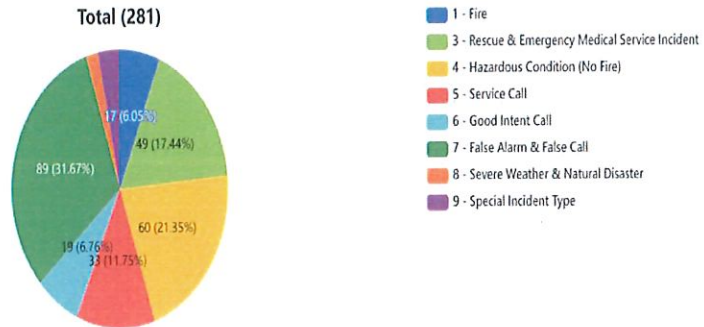
Submitted by  
 Chris Ferrall  
[chris.ferrall@gvaa.org](mailto:chris.ferrall@gvaa.org)





**QUARTERLY REPORT**  
**For the period between**  
**July 1, 2023 and September 30, 2023**

The Fire Department responded to 281 incidents during the third quarter (July 1<sup>st</sup> - September 30<sup>th</sup>) of 2023, a 10.6% increase in comparison to the same period last year. The following chart and table provides a breakdown of the incidents during this time period:



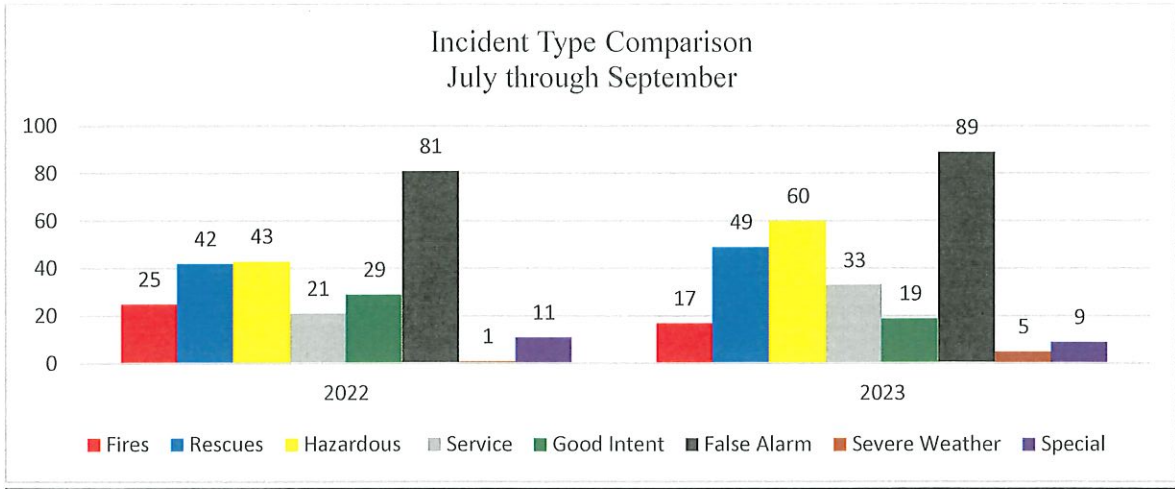
|                         |    |
|-------------------------|----|
| Fires                   | 17 |
| Rescues & EMS Incidents | 49 |
| Hazardous Conditions    | 60 |
| Service Call            | 33 |
| Good Intent Call        | 19 |
| False Alarms            | 89 |
| Severe Weather          | 5  |
| Special Incident Type   | 9  |

Each category is further broken down into more specific incident types. For example, within false alarms, the department responded to 89, 72 (80.9%) reflected unintentional transmissions, followed by 15 (16.9%) system or detector malfunctions and 2 (2.2%) malicious alarms. There were 60 hazardous conditions without fire which consisted of 31 (51.67%) electrical or equipment problems, 19 (31.7%) combustible/flammable spills and leaks, 4 (6.7%) chemical releases, 3 (5%) flammable gas conditions and 3 (5%) potential accidents. The 49 rescue and EMS incidents consisted of 35 (71.4%) accidents involving a motor vehicle or some type of accident with injury, 8 (16.3%) medical assists, 3 (6.1%) elevator rescues, 2 (4.1%) water related rescues and 1 (2%) lockout. Calls for service, which range from either a public service assistance, water problems or mutual aid to another town to provide station coverage was reported at 33. There were 19 incidents classified as good intent. A good intent incident is when a caller reports what they might think is an emergency but is not. An example would be steam or fog mistaken for smoke, or the department response to a location and nothing is found or identified. Lastly, there were 17 fires, ranging from structure, vehicle, vegetation, or outside rubbish during the quarter. Of the 17 fires reported, 7 (41.2%) reflected some type of fire inside a building. This included five cooking fires, one room in content fire, and one trash fire inside the structure. There were five vegetation (grass, brush, woods) fires, three vehicle fires, one fire in an outside air conditioning unit and one outside rubbish fire.

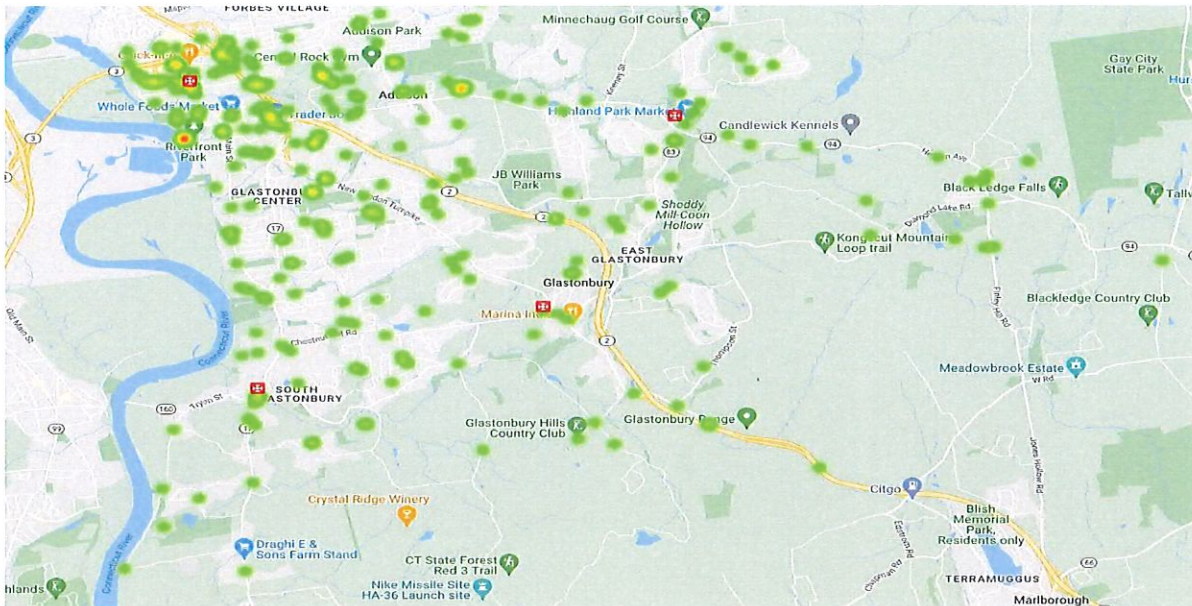
As noted above, the third quarter of 2023 was slightly busier than the same time frame last year. The department responded to more hazardous conditions, rescues and service orientated type incidents. The increase was offset slightly by declines in fires and good intent incidents.



The following chart provides a comparison between the two periods:

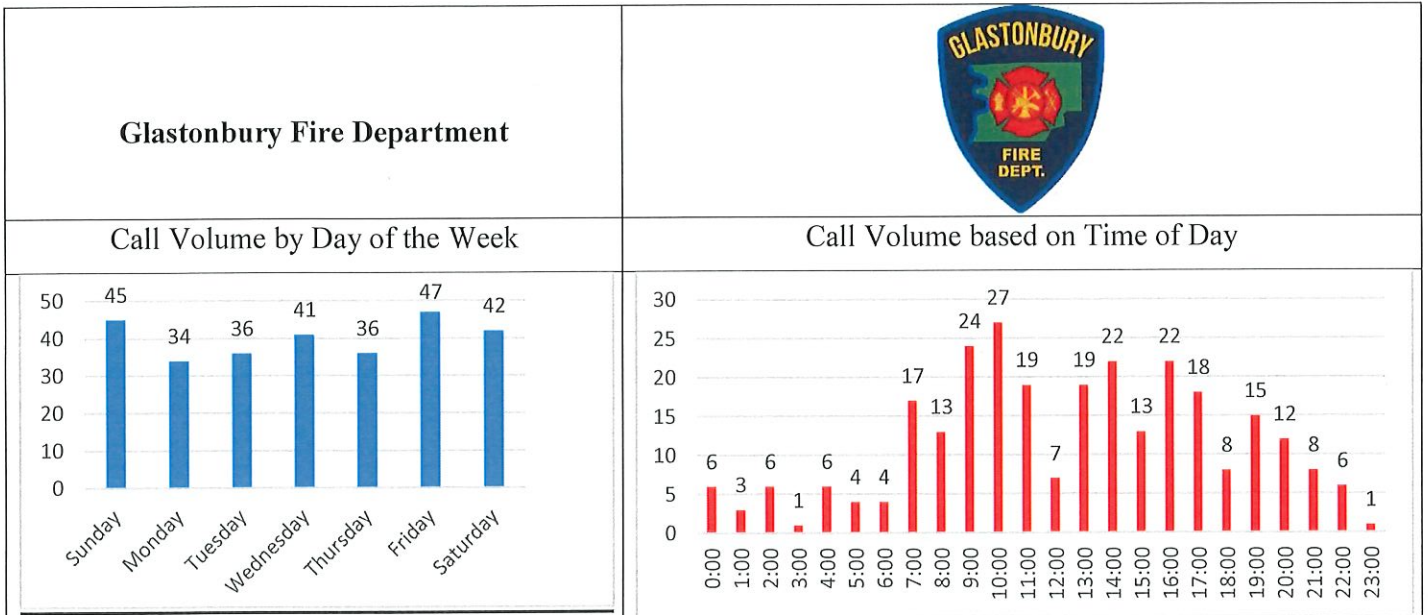


The following heat map illustrates the locations of the incidents that occurred during the third quarter of 2023. As noted in the previous quarterly report, the majority of incidents occurred in the northern section of town, predominately in the town center, along Hebron Avenue to Addison Road. The red squares with the cross denotes the locations of each fire station.



The charts below illustrates the breakdown of the third quarter incidents by day of the week and hour of day. As depicted in the chart to the left, Fridays and Sundays were the two busiest days of the quarter with 47 and 45 incidents, respectively. This was followed closely with Saturdays and Wednesdays at 42 and 41. Mondays, Tuesdays and Thursdays were closely banded together with an overall average of 35 incidents for each of those days.

For the third quarter of 2023, the majority of incidents occurred in two waves, 7:00 AM to 12:00 PM and 1:00 PM to 6:00 PM. During the morning there were 100 (35.6%) incidents, with 94 (33.5%) incidents during the afternoon hours. There were 49 (17.4%) incidents during the evening hours from 6:00 PM to 11:00 PM, while the overnight, 11:00 PM until 6:00 AM was the quietest with only 31 (11%) incidents.



During the first nine-months of 2023 (January to September), the Fire Department has responded to 703 incidents, a 7.7% increase from the same time period last calendar year. The following table provides a detailed breakdown of the various incident types. As noted in the Department’s previous quarterly report, all activity is reported through a National Incident Reporting System, also known as NFIRS.

The National Fire Incident Reporting System (NFIRS) is a voluntary reporting standard that fire departments use to uniformly report on the full range of their activities, from fire to emergency medical services to severe weather and natural disasters. At the conclusion of an incident, the incident commander of that incident is responsible for completing the appropriate NFIRS modules. Each module collects a common set of information that describes the nature of the call, the actions firefighters took in response to the call, and the end results, including firefighter and civilian casualties and a property loss estimate. Each month the Fire Department submits the incident data to the Federal Emergency Management Agency (FEMA), which then reports the compiled data to the United States Fire Administration.



The following chart depicts Glastonbury Fire’s activity for the first nine-months of calendar year 2023:

|   | January 2023 to March 2023 | April 2023 to June 2023 | July 2023 to September 2023 | Year to Date 2023 |
|---|----------------------------|-------------------------|-----------------------------|-------------------|
| Fire, other   | 1                          | 2                       | 1                           | 4                 |
| Building fire   | 7                          | 4                       | 1                           | 12                |
| Cooking fire, confined to container                           | 1                          | 4                       | 5                           | 10                |
| Vehicle fire  | 3                          | 2                       | 3                           | 8                 |
| Natural vegetation fire, woods, brush, grass                  | 4                          | 15                      | 5                           | 24                |
| Dumpster or other outside trash receptacle fire               | 4                          | 2                       | 1                           | 7                 |
| Special outside fire, other                                   | 0                          | 2                       | 1                           | 3                 |
| Medical assist, assist EMS Crew                               | 6                          | 5                       | 10                          | 21                |
| Motor vehicle accident with injuries                          | 14                         | 21                      | 29                          | 64                |
| Motor vehicle accident with no injuries                       | 4                          | 13                      | 5                           | 22                |
| Search for person in water, land or lost                      | 0                          | 1                       | 0                           | 1                 |
| Extrication of victim from vehicle/trapped                    | 0                          | 1                       | 0                           | 1                 |
| Removal of victim(s) from stalled elevator/machinery          | 1                          | 1                       | 3                           | 5                 |
| Watercraft rescue, swimming/recreational water area rescue    | 0                          | 3                       | 2                           | 5                 |
| Hazardous condition, other                                    | 5                          | 3                       | 0                           | 8                 |
| Gasoline or other flammable liquid spill                      | 0                          | 2                       | 13                          | 15                |
| Gas leak (natural gas or LPG)                                 | 8                          | 4                       | 9                           | 21                |
| Chemical spill or leak  | 0                          | 1                       | 1                           | 2                 |
| Carbon monoxide incident                                      | 2                          | 3                       | 3                           | 8                 |
| Electrical wiring/equipment problem, other                    | 3                          | 4                       | 6                           | 13                |
| Overheated motor, arcing, shorted electrical equipment        | 3                          | 4                       | 13                          | 20                |
| Power line down   | 11                         | 6                       | 12                          | 29                |
| Vehicle accident, general cleanup                             | 5                          | 1                       | 3                           | 9                 |
| Service Call, other   | 2                          | 1                       | 2                           | 5                 |
| Water problem, water or steam leak, other                     | 15                         | 2                       | 11                          | 28                |
| Smoke or odor removal   | 3                          | 1                       | 1                           | 5                 |
| Assist police or other governmental agency                    | 0                          | 3                       | 2                           | 5                 |
| Public service  | 2                          | 3                       | 8                           | 13                |
| Unauthorized burning  | 2                          | 3                       | 4                           | 9                 |
| Cover assignment, standby, move-up                            | 5                          | 6                       | 5                           | 16                |
| Good intent call, other                                       | 8                          | 7                       | 8                           | 23                |
| Dispatched & canceled en route                                | 5                          | 6                       | 2                           | 13                |
| No incident found on arrival at dispatch address              | 1                          | 2                       | 2                           | 5                 |
| Authorized controlled burning                                 | 1                          | 2                       | 0                           | 3                 |
| Smoke scare, odor of smoke                                    | 10                         | 5                       | 7                           | 22                |
| HazMat release investigation w/no HazMat                      | 2                          | 3                       | 0                           | 5                 |
| False alarm or false call, other                              | 7                          | 8                       | 2                           | 17                |
| Sprinkler activation, unintentional or due to malfunction     | 5                          | 4                       | 5                           | 14                |
| Smoke detector activation unintentional or due to malfunction | 21                         | 28                      | 36                          | 85                |
| Alarm system activation, unintentional or due to malfunction  | 11                         | 20                      | 30                          | 61                |
| CO detector activation – no CO or due to malfunction          | 5                          | 11                      | 13                          | 29                |
| Unintentional transmission of alarm, other                    | 3                          | 4                       | 3                           | 10                |
| Lightning strike / severe weather event                       | 0                          | 1                       | 5                           | 6                 |
| Special type of incident                                      | 6                          | 2                       | 9                           | 17                |
| <b>TOTALS:</b>  | <b>196</b>                 | <b>226</b>              | <b>281</b>                  | <b>703</b>        |

In closing, the Department would like to share some milestones that will be take place during the first quarter of 2024:

- Five of our probationary firefighters are nearing the completion of their Firefighter I training. They will be testing for certification in January 2024. Upon successfully passing both the practical and written exam they will be sworn into the department.

- The cabs and chassis for the two Rescue Pumpers are anticipated to be completed in the first quarter of 2024. Then the vehicles' bodies and pumps will be built and installed on their chassis. Delivery of the new apparatus is projected either late summer, early fall.
- Renovations at the fire training facility is anticipated to commence shortly with the hope of being fully operational by late March 2024.
- Conn-OSHA will continue with its consultation services in mid-January. The objective of the program is to ensure the Fire Department is operating in the safest manner possible.
- The department's annual awards dinner is scheduled for April 27, 2024.