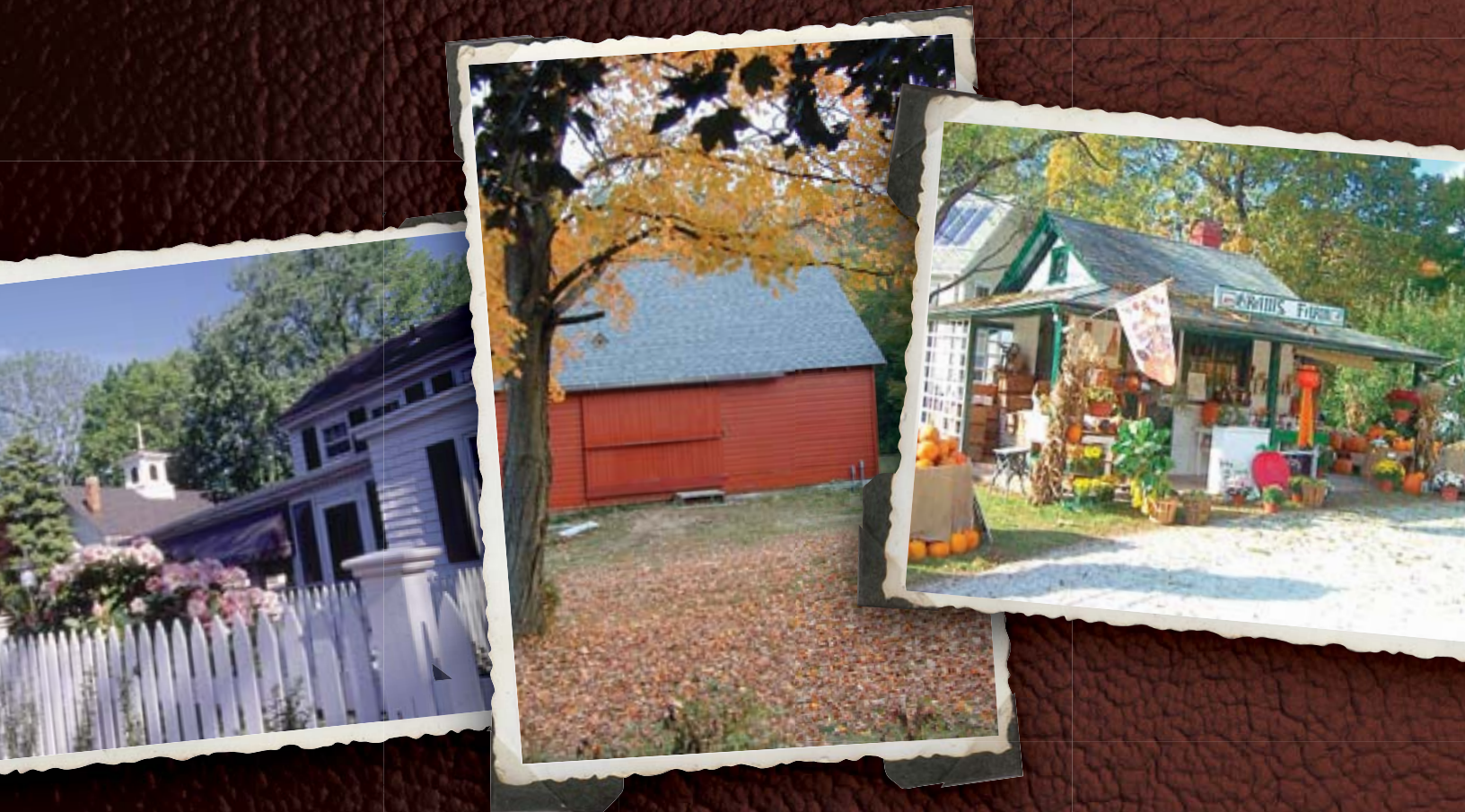




Annual Report 2009-2010

The Glastonbury Story





Dedication



In Memoriam Jon (Jack) A. Casella

It is only fitting that Jack Casella be honored for his many contributions to the Glastonbury community. A lifelong resident of Glastonbury, Jack passed away after a brief illness in January 2011.

While Jack never served on either an appointed or elected Board or Commission, he made immeasurable contributions by action and deed. Town schools, public parks, and Glastonbury's first responders all benefited from the generosity of Jack and his wife Jean. The contributions were not simply financial but generally involved sweat equity in the form of donated labor, materials and equipment. An engineer who worked as a site contractor and land developer, Jack applied those skills and resources to benefit many public projects.

In each instance, Jack's contributions were part of a larger effort that involved other partners. Noteworthy contributions and projects include the following:

- Donated site work for several playscapes at public schools.
- Athletic field improvements at the Eastbury School, Glastonbury High School, Hebron Avenue School and the Smith Middle School.
- Park improvements including construction of the parking lot at Blackledge Falls, sediment removal at Eastbury Pond, pedestrian walkways in Addison Park, site work for the Skate Park, and construction of the Dog Park and multi-use trails in the Riverfront Park.

- Site work at the Fire Training Facility, Country Club Road improvements and Welles Street relocation.

His support of the Glastonbury Police Department includes the donation of several defibrillators and a Segway.

A private man, Jack preferred to work behind the scenes. He didn't seek public recognition. He took pleasure in knowing that his contributions were needed and that they benefited the community that he loved. Glastonbury residents continue to benefit from his service and example as they enjoy the many public projects to which he contributed and was such an integral part.



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Annual Report Production Notes

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Our Town

Facts & Figures

Glastonbury Town Council 2009-2011

(Front Row): Carol H. Ahlschlager, Susan Karp, Chairman, Marti Curtis, and Michele Jacklin
 (Back row): Stewart "Chip" Beckett III, Majority Leader, Kurt P. Cavanaugh, Vice Chairman, Timothy P. Coon, Minority Leader, Robert J. Zanolungo, Jr., and Whit C. Osgood

Location

Glastonbury is located ten miles southeast of Hartford, southerly of Route 3 and easterly of the Connecticut River and Interstate 91. It is served by the Hartford County Regional Planning Agency and the Capitol Region Council of Governments.

Area

52.5 square miles, 33,600 acres.

Population

Approximately 33,500

Land Use

Principally residential (approximately 60% of land area) with suburban to rural densities, geographically compact commercial/employment district (approximately 15%) and significant open space comprising of water company, State forest and Town lands (25%).

Form of Government

Town Council, Town Manager, Board of Finance

Town Hall

2155 Main Street
 Glastonbury, Connecticut 06033
 Located one quarter mile south of Hebron Avenue on the west side of Main Street.

Tax Rate

29.65 mills July 2010
 30.05 mills July 2011

Number of Voting Districts

Eight

Net Grand List

2009 - \$4,125,934,400
 2010 - \$4,165,399,080

State Representative

Thomas Kehoe (D)
 860-240-8585

Jason Rojas (D)
 860-240-8585

State Senator

Mary Ann Handley (D)
 860-240-8600
 (Through November 2010)

Steve Cassano (D)
 860-240-5302
 (December 2010 - present)

U.S. Congressmen

Rob Simmons (R)
 860-886-0139

John Larson (D)
 860-278-8888

U.S. Senators
 Joseph Lieberman (I)
 860-240-3566

Christopher Dodd (D)
 860-240-3470

Town Government

Town Manager
 Richard J. Johnson

Town Council

Susan Karp, Chairman
 Carol H. Ahlschlager
 Stewart (Chip) Beckett III
 Kurt P. Cavanaugh, Vice Chairman
 Timothy P. Coon
 Marti Curtis
 Michele J. Jacklin
 Whit C. Osgood
 Robert J. Zanolungo Jr.



Our Town

Message from the Chairwoman

Dear Residents:

The Town of Glastonbury has completed another very successful year due in large part to our excellent staff, outstanding volunteers, collaborative initiatives and the cooperative spirit that defines our community. We continue our commitment to strong fiscal management, excellent education and strategic land acquisition. Additionally, Glastonbury is proud to be a leader in energy conservation and efficiency measures with careful attention to the best practices for our vehicles and facilities. Our success is further enhanced by the efforts of so many to make energy improvements in their homes and businesses.

We have provided the best programs for residents of all ages, many as a result of your suggestions. We have taken advantage of every opportunity to continue with appropriate commercial development and to bring needed services to our town while appreciating

the unique history and charm that we are all so proud of. With your input, we have begun to plan and implement our Town Center Vision 2020 with increased emphasis on being pedestrian and bicycle friendly, traffic improvements, better access and the potential for additional housing. As a community we celebrate our many successful businesses, restaurants and shopping areas. We are committed to making the improvements that will ensure an economically vibrant town center. Your participation has been and will continue to be instrumental in formulating the best plan.

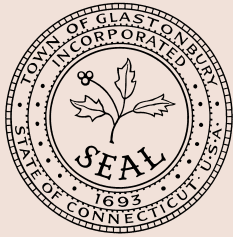
In these difficult economic times, we have pursued every opportunity to work with our neighbors and the state to find efficiencies and provide needed services without sacrificing the quality that our residents deserve. Purchasing, administrative and education initiatives are developed regionally

and cooperatively to save money. Construction has begun on the new Glastonbury East Hartford Elementary Magnet School. We look forward to the opening of the Dog Park, multi-use trail and exciting additions to the Riverfront Park.

It is truly my privilege to serve our outstanding community. I greatly appreciate the incredible efforts of so many. Glastonbury is a town rich in history but also well positioned for a very successful future. Working together we will ensure the best for all members of our community. Thank you for your support.

Sincerely,
Susan Karp

Susan Karp
Chairman
Glastonbury Town Council



Our Town

Town Manager's Report



Dear Glastonbury Resident,

The past year was highly successful and productive in Glastonbury. I am pleased to have this opportunity to comment on a number of our accomplishments and successes.

- Completed a second refinancing of long-term debt to achieve approximately \$1 million in future debt service savings. When combined with a similar refinancing in 2009, combined savings total approximately \$1.755 million.
- Worked with 13 other Connecticut communities to successfully secure a \$4.17 million federal grant for the Neighbor to Neighbor Program to assist Glastonbury residents in achieving 20+% reduction in home energy costs. Only 20 such grants awarded nationwide.
- Coordinated the Glastonbury Center 2020-Developing a Shared Vision project to develop a road map for future actions to sustain and grow the economic success and vitality of the Town Center. Project successfully completed in collaboration with the community, property and business owners, and other stakeholders.
- Conducted detailed analysis of retrospective health insurance premium and claim costs, and transitioned Town health insurance coverages to a self-funded program. Analysis indicated potential to better manage health insurance costs and retain savings in Town Reserve Fund.
- Reaffirmed the Town's AAA bond ratings by Moody's Investors Service and Standard & Poor's, recognized by the Government Finance Officers Association for Excellence in Financial Reporting and Distinguished Budget Presentation, awarded Energy Star national recognition for energy efficiency at Town Hall, and recognized by the Clean Cities Program for introduction of natural gas fueled vehicles to the Town fleet.
- Continued highly successful land acquisition program by preserving open space, agricultural and riverfront properties.
- Completed the comprehensive Wastewater Treatment renovation project on time and within budget and continued planning and design for the new Glastonbury-East Hartford Magnet School building for competitive bidding and construction

starting in spring 2011.

- Identified and implemented cost saving initiatives throughout Town operations including contractual services, process improvements, energy efficiency, loss control, regional cooperation, and a host of other ongoing cost saving and cost avoidance successes.

As in prior years, I want to take this opportunity to thank all those who help make the initiatives, successes and accomplishments highlighted throughout this report possible. My sincerest thanks to members of the Town staff whose continued dedication and talents combine to provide the highest quality programs, services and efficiencies. The Town Council is also thanked for their continued support of Town programs, services and projects, and my thanks and appreciation to the many others who help make Glastonbury a great place to live, learn, work and do business.

Sincerely,

Richard J. Johnson
Town Manager

Our Town

Probate Court



The Glastonbury-Hebron Probate District is continuing its tradition of dealing with a variety of matters on behalf of the communities we serve with diligence and concern. The Probate Court is established by State Statute to service the citizens of the Towns of Glastonbury and Hebron.

The principal programs, services and activities offered by the Court are:

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

In the time period from July 1, 2009 through June 30, 2010, the Court conducted the following matters. The Court held 257 hearings with an additional 46 matter treated on a steamlined basis.

I also had the opportunity to serve as the acting judge in the Hebron Court

Decedent's Estates	346
Persons with Mental Retardation	15
Name Changes	13
Trusts	25
Adoption and Termination of Parental Rights	29
Guardian of the Person	11
Guardian of Estate	18
MINC	10
Conservatorship	54
Passports	1381

for the calendar year 2010, attending to that Court's business on a regular basis, with hearings held weekly, as necessary. In addition, I served as an acting judge in Probate Courts in Marlborough, Manchester, Newington and Ellington in place of the sitting judge when there was a recusal.

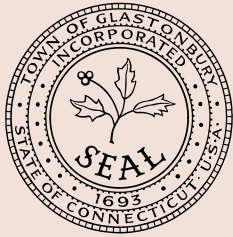
By volume decedent's estates consume much of the Court's time and attention. However, children's matters continue to be of high importance. The decisions that are made in children's matters are personalized for each case and prove to be very time-consuming. Termination of parental rights, guardianships, adoptions and appointment of guardians present continuing challenges in which the Court must always be guided by determinations of the best interests of the child or children.

The Court fulfills an important role in protecting our elderly citizens through voluntary and involuntary conservatorships. A conservatorship

requires the Court's continuing review, care and attention as the needs and resources of our elderly are in circumstances of change while under the control of others. It is the goal of the Court to protect and serve the elderly utilizing the least restrictive and least intrusive methods possible while providing security and protection.

As you may be aware from earlier information that I have made available, sweeping changes came to the Probate Court System by virtue of legislative mandate. I fully support the changes that will protect the existence of Courts to fulfill the important needs of our community. Effective January 5, 2011 there are 54 probate districts in place of the 117 courts that previously existed. The Glastonbury-Hebron Probate District came into being on January 5, 2011. I achieved my goal of maintaining the independence and small town character of the Glastonbury and Hebron Probate Courts, avoiding a merger into one of the larger area courts.

I am encouraged that the changes to the Probate System will make the system more efficient and I want to ensure you that my staff and I are committed to serve with the professionalism, courtesy and consideration that we have always shown. I am honored to serve as your judge and appreciate the trust that you have placed in me.



Our Town Town Attorney

Shipman & Goodwin LLP served as Town Attorney to the Town during 2009-2010. Shipman & Goodwin continued to handle the legal affairs of the Town, representing the Town in any suits or actions to which the Town may be a party and advising on all legal questions affecting the Town.

During the year, Shipman & Goodwin assisted the Town in negotiating the construction contracts for the construction of the new magnet elementary school and the lease for the Board of Education offices. Shipman & Goodwin also vigorously represented the Town in order to protect and preserve the Town's legal interests in property tax appeals, zoning matters and in various proceedings involving the Town.

Shipman & Goodwin also provided legal guidance to the Town on day-to-day inquiries on municipal governance relating to the Charter and ordinances, on contract issues and on municipal operations relating to employee benefits and other labor issues to assure delivery of municipal services and performance of municipal functions in compliance with all applicable laws.

Shipman & Goodwin would like to express our gratitude to the Town's staff and officials. We look forward to continuing to work together to achieve the Town's goals and objectives.

Our Town Board of Education

In the 2009-2010 school year, Glastonbury Public Schools continued to focus on our district-wide goals of promoting student achievement, providing effective and meaningful communications, and strengthening staff development. Highlights for the past year include literacy development for grades three through five, the beginning of the planning and design phase for our new elementary magnet school, and the relocation of our central office.

Noteworthy Accomplishments in 2009-2010

Student Achievement

We had an outstanding year with a total of eight members of the GHS Class of 2010 qualifying as National Merit Finalists. This level of achievement is more commonly attained by only

four or five GHS students each year. Standardized testing scores also showed Glastonbury students once again scoring well above state averages on the CMT, CAPT, and SATs. In 2010, 89% of all AP tests taken resulted in student scores of 3 or higher. Stellar performance (90-100% of students earning scores of 3 or better) was achieved on the following AP tests: Calculus AB, Calculus BC, Chinese Language, English Language, Spanish Language, Latin, English Literature, U.S. History, Physics C – Mechanical, and Physics B.

Elementary Literacy

In the past year, language arts resource teachers have worked diligently with the Director of Language Arts/Reading to implement our new kindergarten through grade two elementary literacy program while simultaneously developing the grades three through five program. The new programs promote the development of a lifelong love of reading and motivate elementary students to increase the volume of both their reading and writing. Our teachers strive to meet individual student needs through targeted literacy instruction. While the Language Arts Resource teachers do work with both individual students and small groups, much of their time is spent shaping curriculum, developing and analyzing assessments, researching resources, and mentoring classroom teachers.

Effective and Meaningful Communications





With our web portal and our AlertNow Parent Notification System our district was able to provide timely and informative communications to students, families, and community members throughout the year. In particular, these two tools enabled us to share detailed information about our school system's response to the public health concerns surrounding the H1N1 Flu Virus. This year we also began expanding the use of the web portal into internal staff collaborative websites to improve communication, organization and document sharing. Lastly, a committee of stakeholders, including administrators, office and support staff, and parents was formed to evaluate our school newsletters and other school-to-home communications. The committee focused on the consistency, efficiency, effectiveness, quality, environmental friendliness and cost of our communications. Both school offices and parents were surveyed to gather information about communication

practices and preferences. At the end of the school year, a comprehensive protocol for school-to-home communications was approved by the Board of Education. These new procedures will be implemented next year to further improve our district's communication efforts.

New Magnet School Design

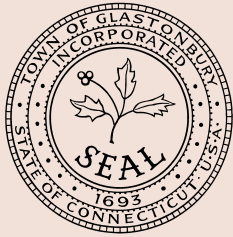
Planning and design work began for the new school building that will house our Glastonbury East Hartford Elementary Magnet School program. The school, which emphasizes science, technology, global studies, and Japanese language instruction, has been located in East Hartford since 1992. The new magnet school building will be designed for 435 students in pre-school through grade five from Glastonbury, East Hartford and Hartford and will include a planetarium, a full-sized gymnasium, and a full-sized soccer field. The new building is to be constructed on property owned by the town at 95 Oak Street. Architects,

construction management, school administration, and town staff are all working together on conceptual designs for the school and site.

Central Office Relocation

Health and safety issues, primarily unacceptable indoor air quality, as well as space and accessibility issues posed by the nearly 100 year old Board of Education building prompted the Board of Education to review local lease options in order to vacate the building. The Board of Education and Town Council approved the relocation of the central office to 628 Hebron Avenue. In addition to administrative offices, two special education programs are now located at the new site as well. The space allows these programs to accommodate additional students, resulting in a budget savings that completely offset the cost of the lease.





Parks and Recreation

The Parks and Recreation Department continues to provide a wide variety of recreation opportunities that work to enhance the quality of life in Glastonbury. Town sponsored programs, public parks and open space work together to meet the diverse needs and interests of the community and its members.

Special events continued to be one of the highlights of the year. They are many and varied. Santa's Run, the 3.5 mile road race co-sponsored with Quality Name Plate and the Nutmeg State Federal Credit Union continues to be a well attended family holiday tradition in Glastonbury. The annual Fishing Derby, Hershey's Track & Field Program, Senior Citizen's Picnic, Town Band Concerts, Children's Holiday Performances, Summer Music Festival, school vacation ski trips, and Pooch Pageant continue to be well received.

Other programs, for residents of all ages, are as varied as the interests of the town's population. The outdoor swimming areas, Eastbury Pond and Addison and Grange pools, continue to be popular destinations during the dog days of summer. Numerous competitive sports opportunities are offered for youth and adults alike including tennis lessons, junior team tennis, swim team, youth basketball, co-ed soccer, men's, women's and co-ed softball, gymnastics and volleyball. Opportunities that contribute to a healthy lifestyle include aqua fitness,

adult exercise class, aerobics, pilates, yoga, senior citizen exercise and fun runs. A basketball league for adults over the age of thirty was started and has been well received.

Several modest improvements have been made to park facilities. Two buildings located in Addison Park, the pool bathhouse and restroom building, were completely repainted. At Grange Pool, a new water slide was installed to replace a diving board. The site lighting at the Center Green was replaced with more energy efficient light fixtures. Plans are being made to expand the Town's Recycling Program to include all public parks and gathering places. The project is an extension of the Town's green initiatives.



An active committee of volunteers interested in building a Dog Park continued its fundraising efforts. A location within the Riverfront Park has been selected for the dog park, and the group has raised approximately \$40,000 towards their \$50,000 fundraising goal. The second annual "Easter Egg Hunt for Dogs" attracted over 500 people and 200+ dogs, to raise over \$4,000 for the dog park. A grand opening is anticipated in the Spring of 2011.

Looking ahead, several other projects are on the horizon for implementation in the next twelve months. A new pedestrian footbridge over the Holland Brook in Earle Park is scheduled for installation in the fall. A plan has been developed for improving public access to recently acquired open space parcels. The former Longo Farm on Hebron Avenue has been identified as a high priority and construction of a new access drive, parking, and trail improvements are anticipated in 2011. A \$50,000 Recreation Trails Grant will be used to extend the trail system in the Riverfront Park to connect with the Town Hall complex. The process of refining the design and submitting permit applications for Phase 2 construction at the Riverfront Park is well underway. A total of \$1,735,000 in grant funds has been awarded by the State to help offset project costs. As envisioned, the project will include a river walk, scenic overlooks, boathouse, public boat launch, picnic areas, restrooms, children's playground,



basketball court, and open lawn areas for special events. Regulatory approvals have been secured for construction of a one mile long multi-purpose trail to connect Smith School to Bell Street, and construction is expected to begin in June 2011.

In 2011 the administrative offices for the Parks and Recreation Department are expected to relocate to the former Academy School Building on Main Street. The move will help improve customer service while providing much needed office space and efficiencies. The Park Maintenance group will then be able to reorganize its operations, which have not seen any expansion or renovation since 1984.

Many thanks to the dedicated staff, boards and commissions, community service clubs, private businesses, donors, and volunteers, whose contributions make Glastonbury a great place to live, learn, work and do business.



Human Services

Senior Services

The Senior and Community Services Division of the Human Services department operates as a community focal point for the coordination of multi purpose services and programs, for persons living independently or with families in the community. The Senior and Community Services Division services individuals of all ages in order to promote independence, personal enrichment, and an enhanced quality of life. Offices are located in the new Riverfront Community Center.

The principal programs, services, and activities offered by this division are:

- Outreach Social Work Services to Seniors, Disabled Adults and Financially at Risk Residents
- Senior Center Programs
- Dial-A-Ride Transportation
- Senior Lunch Program
- Friendship Circle Social Model Day Program
- Extensive Outreach & Program Volunteer Opportunities
- Tax Relief
- Energy Assistance
- Holiday Giving Programs
- Back-to-School Supplies & Services
- Substance Abuse Prevention Services

Senior Services provides a wide variety of services and programs to Glastonbury's older residents. The Dial-A-Ride program provides accessible in-town transportation for seniors and disabled adults. The department

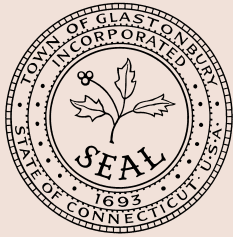
also offers seniors a nutritious lunch program Monday through Friday. The Senior Outreach Program helps frail and homebound seniors access the information and services needed to remain independent in the community. The Senior Center offers a variety of town sponsored cultural, recreational and wellness programs at the Riverfront Community Center. The Friendship Circle is a program for frail seniors which offers stimulating mental and physical activities in a structured, supervised setting. Information on services and programs for seniors is available through a monthly informational newsletter, The Sharing Tree, which is distributed to approximately 2300 Glastonbury households.

The Senior Services Volunteer Program helps the community face the challenge of providing necessary services with limited resources. Approximately 130 volunteers donate their time and talents to offer a wide of services that benefit the Glastonbury seniors.

Social Services strives to promote the well-being, self-sufficiency and quality of life among Glastonbury residents by administering various programs and initiatives which provide individuals and families with the necessary support and opportunities to realize their fullest potential.

Some of the Departments

(continued on page 12)



Human Services Youth and Family Services

(continued from page 11)

accomplishments of the past fiscal year include the following:

- Provided Outreach Social Work Services to 1354 Glastonbury residents and their families. This program assists individuals in need to maintain their physical, social and financial independence by providing information, referral, and assistance.
- Provided 21,356 rides to senior and disabled adults through the Dial-A-Ride program.
- In cooperation with the Welles Turner Library, offered a variety of new programs for the 50+ population. This was made possible as part of a three year grant from the Hartford Foundation for Public Giving.
- Increased participation in Senior Center Programming by 5% by offering new programs and initiatives.
- Provided food and toys to 158 families through the Thanksgiving Basket and Holiday Toy Shop Programs.
- Offset the operational costs of the Riverfront Community Center by 58% with revenues generated by rental fees.
- Increased accessibility of the Riverfront Community Center by adding two automatic doors.
- Introduced Skype access in the computer learning center to enhance programming options.

Glastonbury Youth and Family Services coordinates, supports and delivers services to youth and families in the Glastonbury community with children and young adults under the age of twenty-one. Our mission is to serve Glastonbury youth and families by exceeding client expectations by providing positive development opportunities to empower youth and their families. Youth and Family Services has three program areas: Clinical Services, Creative Experiences, and Outreach Services.

This year Clinical Services provided counseling services to 1285 individuals and 507 families. Throughout the year the staff conducted eighty-five student groups at both the elementary and secondary school levels; offered six Parent Education and Support groups and workshops for parents of elementary-aged children and parents of adolescents; and provided one hundred and fifty-six classroom/playground presentations on a variety of positive youth development topics.

Creative Experiences offered three dramatic presentations throughout the year: Cinderella the summer production, Hello Dolly the fall production, and The Celebration of the Lion King the spring production performed by the Peter Pan Players. Other programs coordinated by Creative Experiences are: Youth Services Action Group (YSAG) which is a service learning opportunity involving students

in grades 7-12 that meets weekly to plan and execute community service projects; Pass It On is the student run community television program; and Odyssey of the Mind is a creative problem solving team experience. Odyssey of the Mind competed on the state level. The two teams competing on the state level placed second and fourth in their division. One of the teams qualified and competed on the national level at the University of Michigan. The team placed 21st in a division of 46 teams. Another Creative Experience program is Peace Jam, a service learning program where Glastonbury youth study the life and work of one of the PeaceJam Nobel Peace Laureates and the strategies they are using to address pressing global issues. Last year the Peace Jam youth studied the life of Nobel Peace Laureate Adolfo Perez Esquivel. The group's global call to action project pertained to water bottles, Ugandan water wells, and "Love the Earth" campaign to encourage recycling at Glastonbury High School, and building communication between youth groups in Glastonbury.

Outreach Services provided on-site programming at Glastonbury High School, Smith Middle School, and Welles Village. The outreach workers provided short term individual support services to students at the middle and high school during the school year. In addition, numerous informal contacts were made in the school cafeteria and hallways.



The High School Outreach Services worked with adolescents through various programs such as Peer Education, Peer Support, Peer Mediation, and Time Management.

The Middle School Outreach Services worked with adolescents and children through the social skills groups, in-school presentations, After-School Programming, peer mediation, and the Coffee House. Coffee House is done in collaboration with Parks and Recreation and GLAD. In addition, the Middle School outreach worker in collaboration with school personnel and the school resource officer piloted a Leadership Conference for seventh grade female students.

The summer of 2009 marked the 19th year for the W.A.C.Y. Program. Welles Village Activities Council for Youth is a summer activity and leadership training program for youth ages 7–18 living in Welles Village. Twenty-five teenagers participated in the leadership training program and thirty-six, 7-12 year olds participated in the summer activity program. The program continues to be a collaborative effort between Youth and Family Services, the Housing Authority and Police Department – Youth Division. Daily activities included arts and crafts, sports, games, and special themed days such as Get to Know Your Leader Day, T-Shirt Day, Get Wet Day, Field day, Wii games, Berry Picking, Smoothie Day, Movie Day and a repeat favorite from previous years - a visit from Riverside

Reptiles. Field trips were offered and consisted of: Wickham Park, Laser Quest, Ron-a-Roll, Rose Berry Farm, and Mystic Aquarium.

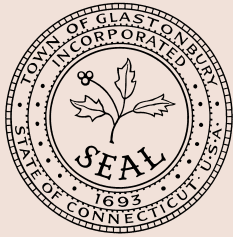
Substance Abuse Prevention Services monitors and coordinates community substance abuse prevention and intervention initiatives and programs. This includes youth prevention and educational programs, parent/adult substance abuse education programs, and senior education programs. The Prevention Coordinator is available to provide professional development and education to community groups upon request. Substance Abuse Prevention Services works in collaboration with the Glastonbury Schools, Law Enforcement, Glastonbury Alcohol and Drug Council (GLAD), various Town Departments, and community members town-wide to address substance abuse among the Glastonbury youth.

The Substance Abuse Prevention Coordinator works closely with the Youth Advisory Council (YAC), a group of 8th-12th grade community leaders and Leaders Engaged in Action Projects (LEAP), a group of 7th and 8th grade community leaders to bring and spread the prevention message to the middle and high school and community at large. Both groups worked with the Substance Abuse Prevention Coordinator for Empowering Families, a middle school prevention program that was held in the fall of 2009. The program was a

collaborative effort between Youth and Family Services, Glastonbury Schools, and the Glastonbury Police Department. It was offered to help families learn together about teen substance abuse, paying particular attention to providing families with tangible decision making and communication skills. Youth from the Youth Advisory Council (YAC) and Leaders Engaged in Action Projects (LEAP) assisted in workshops to bring the prevention message to the Empowering Families program.

In the fall of 2009, Glastonbury was awarded the Partnership for Success Grant based on our successful efforts with the Strategic Prevention Framework State Incentive Grant (SPF SIG) to Stop Underage Drinking. The Partnership for Success Grant is for four years and will continue in the spirit of the SPF SIG with the Town of Glastonbury addressing and stopping underage drinking.

In April of 2010, the Youth Advisory Council (YAC) hosted a Town Hall Forum focusing on underage drinking highlighting the Mock Car Crash at the high school from the previous year. Ann Marie Colebrook, Director of Health and Physical Education for the Glastonbury School System was the keynote followed by a panel presentation made up of youth, town personnel, and community experts.



Library Welles-Turner Memorial

The mission of the Welles-Turner Memorial Library is to provide books and other media, facilities and professional staff to inform, educate and culturally enrich the community. The collection contains approximately 160,000 items in both print and non-print formats.

The Children's Services Department offers a comprehensive program that includes story times, summer reading programs and other special events for children. New programs and include: "Count Me In," a fun, interactive program for four-year-olds teaches early math concepts using literature; "Together Time Tales" is story time for families with children under age 6. It is held on the second Saturday morning of each month during the school year. Both programs have been well-received by the public. The Department also has introduced two early literacy workstations. The programs included on these workstations are designed to attract and educate toddlers through early elementary school ages. Seven curriculum areas are covered: reading, math, science, social studies, writing, arts, music and reference.

The Children's Department also collaborated with Glastonbury Public Schools to host an open house for the students in the English Language Learners (ELL) program to introduce them to library programs and services, including the summer reading program. Over 50 children and parents attended. Each student received a summer reading bag

that contained 3 books, a journal to record reactions to the books and a pencil.

During the year the library added three new databases to its online collection: Job Now, an online database that helps job seekers. Users can get online advice on their resumes as well as access to free expert job coaching. ConsumerReports.org contains articles and ratings of many products, similar to what is contained in the print version. Byki (Before You Know It) Online is a language learning system that offers more than 70 languages.

Statistical summary:

- 451,530 people visited the library in person and checked out 564,499 items.
- 159,910 visited the library online through its web page: www.wtmlib.com.
- 15,865 residents have active library cards, approximately 48% of Glastonbury population.
- 3,730 titles were downloads from the downloadable services, iConn, netLibrary and OverDrive.
- 46,417 computer sessions were held on the public computers.

Telephone: 860-652-7719

www.wtmlib.com

Library Hours:

Sunday: 1 – 5 p.m.

(Sunday after Labor Day – Sunday before Memorial Day)

Monday, Tuesday,

Thursday: 9 a.m. – 9 p.m.

Wednesday: Noon – 9 p.m.

Friday: 9 a.m. – 6 p.m.

Saturday: 9 a.m. – 5 p.m.

Library South Glastonbury

The South Glastonbury Public Library, incorporated in 1926, is located in a former Methodist church building at 80 High Street. It is the oldest church building in Glastonbury. Dating to 1828, it is on the National Register of Historic Places. The building housed an active congregation of mill workers until it disbanded in 1843. It later served as a church for black workers and was the site of many abolitionist meetings. The building eventually became privately owned and was turned over to the newly incorporated library board in 1926.

The Library has a large adult collection, featuring both fiction and non-fiction in both regular and large print. We have received a grant from the Ensworth Foundation to substantially increase the large print collection. There is an emphasis on acquiring first novels. There's also an excellent collection of books for preschoolers through teen years.

In addition to a varied periodical collection, the Library houses two very special groupings of books. One is the Kinne collection which contains books on Early American arts and crafts. The other is the Hodge collection which has an emphasis on all aspects of nature. These books are available for four-week loans.

A womens' book discussion group meets on the first Tuesday evening of the



Library East Glastonbury

months October – June. A childrens' story hour is planned for Friday mornings throughout the school year.

The Library is staffed by volunteers and is overseen by a Board of Trustees who manage policy and finances.

The Library is funded by an annual grant from the Town of Glastonbury and an annual fund drive for private gifts and donations.

Telephone: 860-633-4793

[www.southglastonburylibrary.org/
Homepage.htm](http://www.southglastonburylibrary.org/Homepage.htm)

Library Hours:

Sunday: 2 – 4 p.m.
Monday – Friday: 1:30 – 3 p.m.
Monday, Wednesday,
Thursday: 7 – 8:30 p.m.

Affectionately known to residents as “Little Red”, 2010 marked the start of the library’s 50th year celebration. Located at 1389 Neipsic Road, the library was incorporated in 1960 as a Connecticut non-profit corporation, and was founded by parents of children attending the newly opened Eastbury Elementary School since there was no library at the school

Little Red was built in 1889, as a one-room schoolhouse. In 1900, a second room and foundation were added. Eight grades were taught in the school, four grades and one teacher in each room. It continued as a school until Eastbury School was built. In 2002 the building was declared a Historic Building by the State of Connecticut.

Little Red has grown over the years, and is now a full service library serving the whole Glastonbury community. It is staffed completely by volunteers and funded by the Library Board of Directors, an active Friends group, an annual grant from the Town of Glastonbury and by private gifts and donations. The Friends hold a used book sale every fall and a Book, Bake and Bric-a-Brac Sale every spring to raise money to purchase books for the Library. During the year, 700 new books were added to the collection.

In the summer of 2009, Partners in Planting, a local gardening club, designed a low maintenance landscape including

shrubs, grasses, perennials and spring bulbs to enhance the library’s exterior. While Partners in Planting paid for all the plants, the volunteers who work at the library take care of the gardens.

The front room is home to a collection of adult fiction and non-fiction, magazines and local newspapers. Most best selling books are available, along with travel books, cookbooks, reference books, biographies, a large selection of mysteries and large print books. The back room houses an extensive collection of children’s books. Many classes from Eastbury School use the library on a weekly basis.

The library sponsors a weekly book study group and is also a meeting space for town groups including the Eastbury PTO and local Girl Scout troops. The foyer hosts an ever changing display of special collections ranging from historic Glastonbury memorabilia to train collections and treasured egg displays.

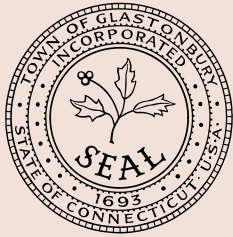
Telephone: 860-633-5637

1389 Neipsic Road

Library Hours:

Monday: 1 – 4 p.m., 7 – 9 p.m.
Tuesday: 9 a.m. – 4 p.m.
Thursday: 9 a.m. – 4 p.m., 7 – 9 p.m.





Facilities Maintenance & Services

The Facilities Maintenance and Services Department is responsible for operations, maintenance, management, and construction of over 270,000 square feet of facilities as well as management of design and construction of all municipal building projects. The Department performs or manages preventive maintenance, custodial services, and project design and construction management using skilled in-house staff and contracted service providers. The Department also manages over \$1.5 million in utility and communication accounts for all Town facilities.

In addition, the Department is responsible for bidding, managing, and inspecting a variety of contracted services and vendors for all Town agencies.

All public building projects are managed by the Department, which also provides staff support to the Public Buildings Commission.

Highlights from the previous year include:

- Recipient of US EPA Energy Star award for third successive year for energy efficiency of Town Hall.
- Managed installation of 9 KW photovoltaic system at Fire Co. #2
- Installed energy efficient radiant heaters and replacement of boiler at Fire Co. #1
- Performed retro-commissioning of Smith Middle and Glastonbury High

School HVAC systems through CL&P resourced program resulting in projected annual savings of \$125,000

- Implemented numerous energy efficiency measures identified by recent energy audit. Data show energy usage for Town buildings is down more than 8%.
- Teamed with Town of Manchester and awarded contract for on-call mechanical, electrical, and plumbing consulting services
- Managed the:
 - Replacement of holding cell doors at Police Department
 - Installation of two emergency power systems for Glastonbury High School obtaining \$100,000 in grant funding to offset the cost
 - Replacement of the Hebron Avenue School Roof
 - Installation of security surveillance systems at Gideon Welles and Smith Middle Schools
 - Construction of the educational greenhouse at Gideon Welles School



Housing Authority

The Housing Authority manages a total of 412 rental units in town that it rents to low and moderate income families and seniors. The Authority also administers up to 33 Housing Choice Vouchers that subsidize family rents in private owned rental properties. Properties managed by the Housing Authority include Welles Village, Center Village, Village Green, Knox Lane Annex, the Herbert T Clark House, Herbert T Clark Assisted Living and 3 Condominium units.

In addition to managing its property portfolio, the Housing Authority also serves as the administering agency for the Towns of Glastonbury's Fair Rent Commission and Moderate Priced Housing Program.

Recent Activities

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

- Award Bid for Phase II of Welles Village Kitchen and Bathroom Renovations
- Completed a Capital Needs Assessment and 504 compliance review.
- Completed the Agencies Five Year Plan.
- Increased its Federal Section 8 Funding by 21% by managing its leasing activities.

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



SPECIAL PULL-OUT SECTION

Organizational Chart

Town Manager
Richard J. Johnson

Assessor
David L. Valente

Fire Chief
Acting Fire Chief Thurz

Purchasing Agent
Mary F. Visone

Chief of Police
Thomas J. Sweeney

Assistant Town Engineer
Stephen A. Braun

Fire Marshal
Christopher N. Siwy

Superintendent of Buildings
David Sacchitella

Community Development Director
Kenith E. Leslie

Building Official
Edward P. Pietrycha

Physical Services Operations Manager
Charles Mahan

Superintendent of Sanitation
Michael J. Bisi

Director of Finance and Administrative Services
Diane M. Waldron

Civil Preparedness
Robert F. DiBella

Housing Authority Director
Neil Griffin

Town Attorney
Bruce Chudwick

Director of Human Resources
Patricia C. Washington

Collector of Revenue
Norman Z. Rosow

Director of Human Services
Patricia R. Schneider

Town Clerk
Joyce P. Mascena

Town Engineer, Manager of Physical Services
Daniel A. Pennington

Controller
Nina R. Cousins

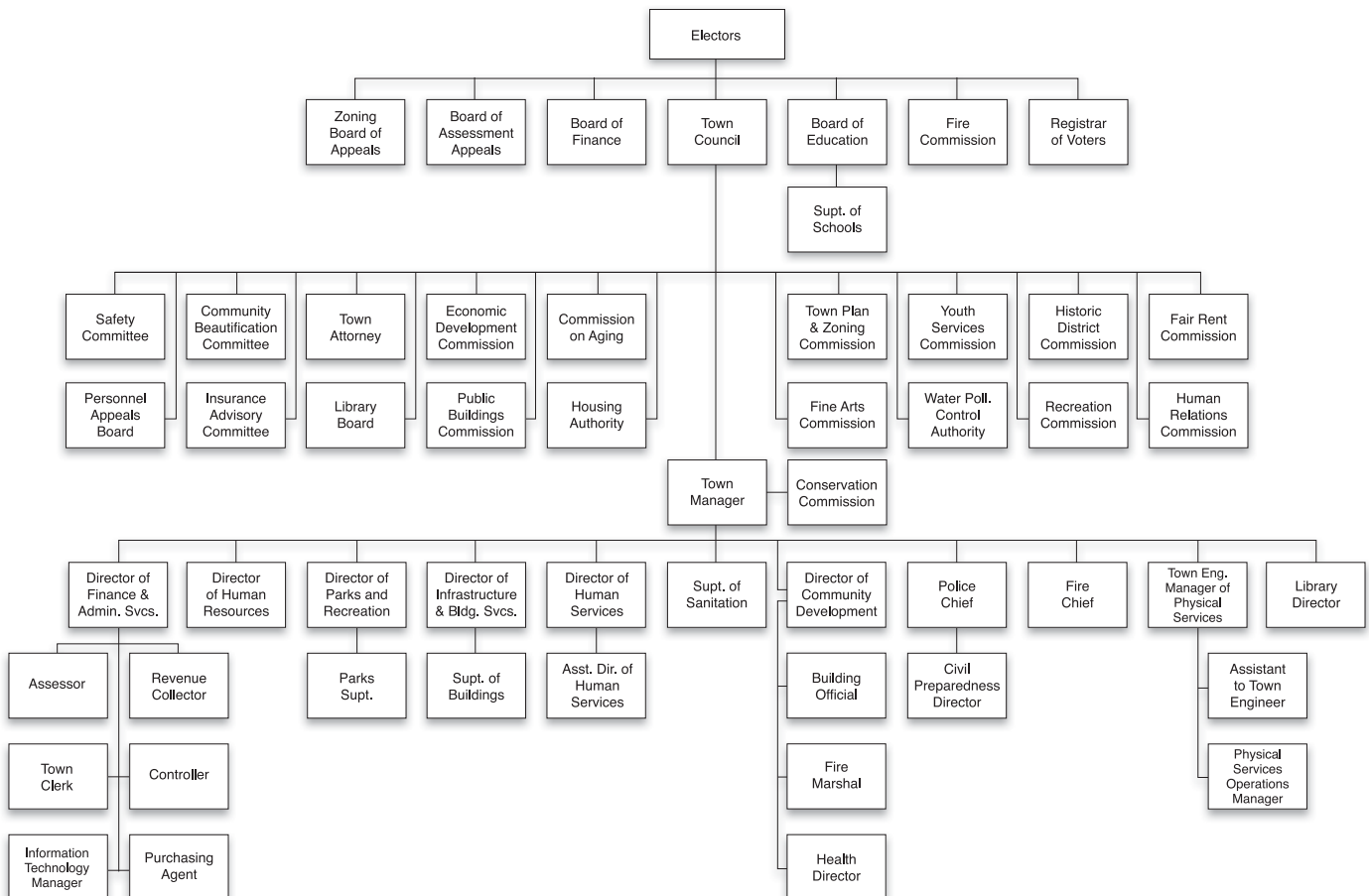
Library Director
Barbara J. Bailey

Assistant Director of Human Services
Ann Grabowski

Director of Building Services
Herbert L. Schwind

Director of Parks and Recreation
Raymond E. Purtell

Information Technology Manager
Robert L. Ashton



SPECIAL PULL-OUT SECTION

Dates to Remember 2010



Financial Administration

January 27 Annual Town Meeting
March 22 Final Budget Hearing

Fire Marshal/Local Open Burning Official

June 15 - September 15 Open Burning in accordance with the regulations of the Department of Environmental Protection with the appropriate permit issued by the Local Open Burning Official are banned during this period. Barbeques and other fires used for the consumption of food and campfires are not part of the prohibition.

Police Department

October 1 Deadline for Annual Burglar Alarm Registration

Property Assessment

February 20 Deadline for filing written appeals to Board of Assessment Appeals
October 1 Annual Assessment Date: Property owners listed in Grand List
November 1 Last day to file business personal property declarations with assessor

Refuse Disposal

March 17 Extended operating hours for Transfer Station ONLY during Day Light Savings time begin, Wednesdays 7:00 a.m - 7:00 p.m.
September 29 Modified Day Light Savings hours, Wednesdays 7:00 a.m. - 6:00 p.m.
November 3 Last Wednesday of Transfer Station extended operating hours
Household Hazardous Waste Collection schedule for 2010 will be available in the Town Newsletter and local newspaper and individual mailers.

Revenue Collection

January 1 For your convenience a Drive-Up – Drop-Off payment box is located in the circle by the flag poles at the Town Hall. Second Installment of 2006 grand list Taxes become due. The taxes include real estate, personal property and Supplemental motor vehicle.
July 1 First Installment of 2007 grand list Taxes become due. The taxes include real estate, personal property and motor vehicle.
November 1 Sewer Use Bills become due

Social Services

February 2 Homeowners' and Additional Veterans' Tax Relief Programs begin
April 30 Last day to apply for Energy Assistance benefits
May Camp CONNRI and Channel 3 Country Camp applications available
May 14 Last day to apply for Homeowners' Tax Relief
May 17 Renters' Tax Relief Program begins
May 31 Last day to apply for Operation Fuel benefits
August 17 & 18 Back-To-School supplies distribution
September 15 Last day to apply for Renters' Tax Relief.
October 1 Last day to apply for Additional Veterans' Tax Relief benefits.
October 15 Energy Assistance application period begins.
November 18 Thanksgiving food baskets distributed (tentative).
December 1 Operation Fuel application period begins (tentative).
December 13, 14 & 15 Annual Toy Shop (tentative).

Sanitation

Household Hazardous Waste Collections April 10, April 24, May 8, September 11, September 25, October 16

Town Clerk

April 16 Rivers & streams fishing season opens the 3rd Saturday in April at 6:00 AM
June 1 Dog Licenses become available for the next fiscal year
August 23 Absentee ballots for September Primaries, if applicable, become available
September 13 Primaries for the November 2 Election if challenges are filed
October 7 Absentee ballots for November Election become available in Town Clerk's office
TBD Hunting season opens
November 7 Last day to register to vote in person in order to vote in the November election (except for those who move to Town, turn age 18, or become a U.S. Citizen after this date).
November 8 Election Day

Water Pollution Control Division

November 1 Sewer Use payments due.



SPECIAL PULL-OUT SECTION

Community Events 2010

Youth & Family Services

August 5, 6, 7 Summer Show, TBA, Glastonbury High School

Apple Harvest Festival

October 16 & 17 at the Riverfront Park

Welles-Turner Memorial Library Events

National Library Week	April 11-17, 2010
Children's Book Week	May 10-16, 2010
Book Sale	May 15, 2010, 9 a.m. – 5 p.m.
	September 11, 2010, 9 a.m. – 5 p.m.
Library Card Sign Up Month	September
Banned Book Week	September 25 – October 2, 2010
Teen Read Week	October 17-23, 2010

Parks & Recreation

Fun Runs (Tuesday evenings)	6:30 p.m. GHS – June 22 & 29, July 6, July 13, July 20, July 27, August 1, August 3, August 10
Kid's Pooch Pageant	July 12, 6:00 p.m. Hubbard Green - Pre-registration required
Santa's Run 3.5 Mile Run	December 5, Noon at Glastonbury High School (Snowdate Sunday, December 12)
Senior Picnic	August 11, Festivities begin at 9:30 a.m. at the Riverfront Community Center
Summer Music Festival	Wednesdays 7:00 p.m. – July 7, July 14, July 21, July 28 at Riverfront Park
Town Band Concert	Sundays 7:00 p.m. – July 11, July 18, July 25, August 1 at Hubbard Green

Boards and Commissions Meeting Schedule

Town Council	2nd and 4th Tuesdays	Town Council Chambers
Board of Education	2nd and 4th Mondays	Town Council Chambers or GHS Library
Board of Finance	3rd Wednesday	Town Hall Meeting Room, 2nd Floor (4 p.m.)
Town Plan & Zoning Commission	1st and 3rd Tuesdays	Town Council Chambers
Board of Assessment Appeals	As required	Town Hall
Building Board of Appeals	As required	Town Hall
Commission on Aging	5/3, 9/13, 11/1	Riverfront Community Center, 300 Welles Street
Community Beautification	2nd Wednesday	Town Hall Meeting Room, 2nd Floor
Conservation Commission	2nd and 4th Thursdays	Town Council Chambers
Economic Development	1st Monday	Office of Community Development, Town Hall, 3rd Floor
Fair Rent Commission	As required	Herbert T. Clark House, 45 Canione Road
Fine Arts Commission	2nd Monday	Glastonbury High School, Room 136
Fire Commission	1st Thursday	Fire Company #1, 2825 Main Street
Historic District Commission	As required	Town Hall
Housing Code of Appeals	As required	Town Hall
Human Relations Commission	Quarterly	Town Hall Lunch Room, 2nd Floor
Insurance Advisory Committee	Quarterly	Engineering Conference Room, Town Hall, 3rd Floor
Public Buildings Commission	1st Wednesday	Town Hall Meeting Room, 2nd Floor
Public Housing Authority	3rd Wednesday	Herbert T. Clark House, 45 Canione Road
Recreation Commission	3rd Thursday	Parks and Recreation, 1086 New London Turnpike
Safety Committee	4th Monday	Town Hall Meeting Room, 2nd Floor
Water Pollution Control Authority	2nd and 4th Wednesdays	Town Council Chambers
Welles-Turner Library Board	2nd Monday	Welles-Turner Memorial Library, 2407 Main Street
Youth and Family Services Commission	2nd Wednesday	Youth and Family Services, 321 Hubbard
Zoning Board of Appeals	1st Monday	Town Council Chambers

NOTE: Please contact the Town Clerk's Office at 652-7616 to confirm dates, times and locations as some schedules change due to holidays.

SPECIAL PULL-OUT SECTION

Town Departments



Town Departments

For Information

	Call	Phone			
General Information	Information Center	860-652-7710	Sewer Use Bills	Sanitation	860-652-7772
Accounts Payable	Accounting	860-652-7595	Snow Removal & Streets	Highway Superintendent	860-652-7749
Administration	Town Manager	860-652-7500	Social Services	Social Services	860-652-7638
Assessment	Assessor	860-652-7600	Taxes	Collector of Revenue	860-652-7614
Assessment	Info Line	860-652-7606	Taxes	Info Line	860-652-7606
Birth Certificates	Town Clerk	860-652-7616	Tax Relief Program	Social Services	860-652-7638
Building Permits	Building Office	860-652-7521	Trees/Parks and Recreation		860-652-7679
Bulky Waste Disposal	Sanitation	860-652-7772	Voting	Registrar of Voters	860-652-7627
Children's Department	Welles-Turner Library	860-652-7718	Youth & Family Services	Youth & Family Services	860-652-7660
Civil Preparedness	Civil Preparedness	860-652-7576			
Community Center (Riverfront)	Community Center	860-652-7638			
Death Certificates	Town Clerk	860-652-7616			
Deeds	Town Clerk	860-652-7616			
Demolition Permits	Building Office	860-652-7521			
Dial-A-Ride	Senior Services	860-652-7643			
Dog Licenses	Town Clerk	860-652-7616			
Dog & Animal Problems	Animal Control Officer	860-633-7227			
Drainage Problems	Engineering	860-652-7735			
Electrical Permits	Building Office	860-652-7521			
Elderly Municipal Agent	Senior Services	860-652-7638			
Energy/Fuel Assistance	Social Services	860-652-7638			
Engineering	Engineering	860-652-7735			
Facilities Services	Facilities	860-652-7703			
Financial Administration	Administrative Services	860-652-7586			
Financial/Medical Assistance	Social Services	860-652-7638			
Fire Chief	Fire Department	860-652-7555			
Fire Marshal	Fire Marshal	860-652-7526			
Food Bank	Food Bank	860-652-7638			
Health Matters	Health Department	860-652-7534			
Highways	Physical Services	860-652-7749			
	Operation Manager				
Housing Authority Comm.	Housing Authority	860-652-7568			
Inland Wetlands	Community Development	860-652-7510			
Landfill Permits	Engineering	860-652-7735			
Libraries	Welles-Turner	860-652-7719			
	S. Glastonbury	860-633-4793			
	E. Glastonbury	860-633-5637			
Marriage Licenses	Town Clerk	860-652-7616			
Nursing	Visiting Nurse Assoc.	860-633-3521			
Passport Information	Probate	860-652-7630			
Personnel	Human Resources	860-652-7501			
Planning	Community Development	860-652-7510			
Plumbing & Heat Permits	Building Office	860-652-7521			
Police (General Info)	Police Department	860-633-8301			
Probate Court	Probate Clerk/Judge	860-652-7629			
Recreation	Recreation Department	860-652-7679			
Recreation Schedules/ Cancellations	Info Line	860-652-7689			
Refuse Disposal/Recycling	Info Line	860-652-7790			
Refuse Disposal/Recycling	Office	860-652-7772			
Registration of Voters	Registrar of Voters	860-652-7627			
Riverfront Community Center	Riverfront Comm. Ctr.	860-652-7638			
Salvation Army	Social Services	860-652-7638			
Sanitary Inspection	Health Department	860-652-7534			
Senior Center	Senior Center	860-652-7638			
Sewer Department/ Water Pollution Control	Sanitation	860-652-7772			

Board of Education

Central Office

	Contact Person	Phone
General Information		860-652-7961
Superintendent of Schools	Alan Bookman	860-652-7961
Assistant Superintendent	Jeffrey Kitching	860-652-7965
Assistant Superintendent	Rosemary Tralli	860-652-7963
Business Manager	Sharon Smith	860-652-7940
Administrator for Pupil Services	Linda Roberts	860-652-7971
Transportation Coordinator	Angelo Balesano	860-652-7295

Curriculum

	Director	Phone
Art	Dan Roach	860-652-7954
Athletics	Trish Witkin	860-652-7200 ext 2116
Career & Vocational Education	Jill Carey	860-652-7200 ext 2002
Foreign Language and ELL	Rita Oleksak	860-652-7954
Health & Physical Education	Ann Marie Colebrook	860-652-7200 ext 2105
History & Social Sciences	Ilene Lowenstein	860-652-7967
Language Arts & Reading		860-652-7967
Mathematics	Michele Watson	860-652-7975
Music	Patricia Lignelli	860-652-7975
Special Education	Anita Russell	860-652-7971
School Counseling	Edward Gregorski	860-652-7200 ext 1800
Science	Fred Myers	860-652-7200 ext 2002
Technology and Information Services	Brian Czapl	860-652-4910 ext 364

Curriculum

	Principal	Phone
Glastonbury High School	Matthew Dunbar	860-652-7200 ext 1025
Smith Middle School	Donna Schilke	860-652-7040
Gideon Welles School	James Gregorski	860-652-7800
Buttonball Lane School	Kent Hurlburt	860-652-7276
Eastbury School	Nancy Bean	860-652-7858
Hebron Avenue School	Linda Provost	860-652-7875
Hopewell School	Kathleen Murphy	860-652-7897
Naubuc School	Mike Litke	860-652-7918
Nayaug School	Holly Hageman	860-652-4949
East Hartford/Glastonbury Elementary Magnet School	Glen Peterson	860-622-5400
Two Rivers Middle Magnet School	Jean Privitera	860-290-5320
Great Path Academy (Magnet)	Barbara Budaj	860-512-3560

Town Web Site www.glastonbury-ct.gov

FIRE, POLICE & EMERGENCY

Routine Calls to Dispatch Center

DIAL 911

860-633-8301



Community Development

As the Town's land use and development agency, the Department is comprised of 4 operating divisions: Building Inspection; Fire Marshal; Health; and Planning/Environmental Management. Key functions include building inspection and code compliance, fire code inspection and prevention services, water well, septic system and food service licensing, inland wetlands management, comprehensive planning and economic development services. Professional guidance is provided to a variety of boards/commissions, including the Town Plan and Zoning Commission, Conservation Commission/Inland Wetlands and Watercourses Agency, Zoning Board of Appeals, Historic District Commission and Economic Development Commission.

Consistent with State and national trends, overall development activity continued to be sluggish, with new residential development particularly weak. The Town's commercial sector experienced some very positive activity as the Gateway Medical Campus continued to welcome new health care venues. The Campus has evolved into a premiere regional wellness center serving a large portion of east/central Connecticut.

Additionally, the Glastonbury Center 2020 – Shared Vision Plan drew a significant level of interest late in the year as public workshops were held to gain input and suggestions relative to the

long-term economic vitality of the Town's central business district.

With regard to the Town's environmental stewardship, the Inland Wetlands and Watercourses Agency completed comprehensive updates to the Inland Wetland and Watercourse Regulations in accordance with revised State standards.

The Health Division effectively and aggressively collaborated with the Town of Manchester to administer more than 5,000 doses of N1H1 vaccines during a time when it was determined that the region had the potential to experience a very serious influenza outbreak.

The Department encourages residents and visitors to utilize a variety of online information and services at www.glastonbury-ct.gov.

Physical Services

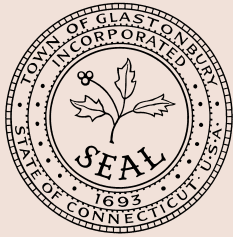
The Physical Services Department is responsible for the maintenance and inventory of the Town's roadways and infrastructure. This includes existing systems as well as additions proposed through subdivision and site development.

Engineering

The Engineering Division performs design review of streets, traffic control systems, storm and sanitary sewers, sidewalks, and other public improvements proposed in conjunction with land development. Recommendations are made to appropriate Boards and Commissions of the Town. Following approval, the Division inspects the construction of the public improvements to assure conformance with Town standards.

The Division performs routine inspection of existing Town roads, drainage systems, and traffic control signs and signals. Public inquiries and comments are investigated to address potential problems or defects. Road, storm drainage, and sanitary sewer conditions and maintenance history data are maintained in the Road Manager data network. An ongoing program of obtaining and recording traffic counts and spot speed data is conducted by staff and pertinent data is shared with the Police Department.

(continued on page 22)



(continued from page 21)

This Division is responsible for in-house design of public improvements or coordination with private consultants when used in conjunction with Town projects. The Division provides civil engineering services for all Town Departments and provides technical and clerical support to the Water Pollution Control Authority.

In addition, staff maintains property line, easement, and other pertinent mapping data in the Town's web-accessible and very robust Geographic Information System (GIS).

Some recent accomplishments include:

- Completed design, obtained permits, and administered construction of 1,550 feet of new roadway connecting the east and west ends of Western Boulevard. Both design and construction phases included close coordination with multiple utility companies. Project completion will allow further economic development of the Town-owned Gateway Corporate Park.
- Combined staff design efforts with supplemental consultant assistance to complete design and obtain permits for the rehabilitation of the Williams Street East Bridge over Hubbard Brook. Division staff also provided inspection and administration services for construction work completed.
- Completed design, obtained permits, and administered construction associated with the installation of 2,600 feet of

sidewalk on House Street. Work also included retaining wall construction in addition to placement of a prefabricated pedestrian bridge. Completed work will allow safe pedestrian travel along a high volume roadway connecting to the Town Center.

- Actively participated in and coordinated efforts leading to the issuance of a Major Traffic Generator Certificate from the State Traffic Commission for the Glastonbury-East Hartford Magnet School.

Highway

The Highway Division is responsible for maintenance, repair, and construction relative to streets, drainage systems, sanitary sewers, traffic controls, sidewalks, and other features of the Town's infrastructure system. Snow and ice removal and joint operation of the Bulky Waste sand and gravel facility are also primary functions. Overall maintenance and construction is accomplished through the use of in-house labor and equipment working in

conjunction with contractual entities.

Highway Division successes and accomplishments during the past year include:

- Coordinated and assisted an operation to crush and screen discarded rock, concrete, and asphalt pieces to produce a recycled processed gravel product that can be utilized as road base material. Production costs saved approximately \$34,000 as compared to the cost to purchase commercially.
- Completed demolition of 11 buildings on the former Arbor Acres property now owned by the Town of Glastonbury. Demolition by Town forces will help preserve available site restoration funding and reduces the potential liabilities associated with abandoned structures.
- Completed Phase II improvements to 1,600 linear feet of Country Club Road. Work consisted of complete road reconstruction that resulted in storm drainage upgrades, road widening, and geometric improvements.
- Successfully integrated a pavement shim and chip seal surface treatment





for three Town roads as part of the Annual Paving Program. This treatment process was deemed appropriate given the specific characteristics of the chosen streets and saved approximately \$550,000 as compared to traditional mill and overlay operations. Also completed pavement structure replacement at Hebron Avenue School within stringent timeframes.

Other typical Highway Division functions such as street sweeping, catch basin cleaning, roadside mowing, and roadway surface treatment were performed with positive results. The Road Paving Program utilizes traditional asphalt overlay in conjunction with a variety of other surface treatments such as micro-paving, chip seal, etc. to maintain roadways at a reasonable cost.

Fleet Maintenance

The Fleet Maintenance Division's responsibilities include the repair and maintenance of Town vehicles. This includes a wide variety of vehicles ranging from general purpose cars and police cruisers to fire apparatus, heavy trucks, and construction equipment. Included within the scope of these services are the very substantial efforts of repair technicians during snow and ice events. The rough duty encountered by plow trucks during snow storms results in a need for quick and knowledgeable mechanical diagnosis and repair in order to keep trucks on the road.

The Division prepares bid specifications

for all Physical Services vehicle purchases and reviews specifications for all other Departments. Other Division responsibilities include garage environmental compliance and maintenance of a computerized Fleet Data Program that tracks maintenance activities and associated costs, thereby allowing for prudent decision-making when considering new equipment purchases. In addition, Vehicle Maintenance staff periodically coordinates public sale of obsolete parts and equipment to ensure maximum salvage values.

Fleet Maintenance Division successes and accomplishments in the past year include:

- Successfully retrofitted selected Town plow trucks with individual tanks capable of effective distribution of salt brine liquid. Installation will result in more cost effective use of purchased salt and in qualitative improvements in snow/ice removal operations.
- Effectively maintained a Town fleet consisting of 271 pieces of rolling stock that traveled a total of 1,075,000 miles in Fiscal Year 2010.
- Initiated design on a "fast fill" compressed natural gas fueling station. Use of this alternative fuel for fleet vehicles will reduce both operating costs and vehicle emissions.

Water Pollution Control Authority

The Water Pollution Control Authority (WPCA) is responsible for reviewing and approving sanitary sewer connections

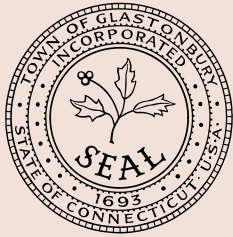
and expansions, and for assessing future needs of the system as it grows.

The WPCA levied assessments in the amount of \$95,940.56 in conjunction with their responsibility to recover the cost of sanitary sewer construction. Of this amount, \$71,264.87 was a result of new construction, with the balance due to expansion or connection of existing facilities. During the past fiscal year, 21 new connections were made to the sewer system.

Work on the Wastewater Treatment Plant is substantially complete and within budget. This work, initiated by the WPCA, will provide the Town and its residents a modern and energy-efficient sewage treatment facility for years to come.

The WPCA has begun the process of replacing the Nutmeg Pump Station which is currently over 40 years old. A consultant has been retained to prepare an Engineering Evaluation Report with recommended options for its replacement.

The WPCA provided resources through its Sewer Sinking Fund for the installation of sanitary sewers in the newly constructed Western Boulevard connection. Said installation will enhance the Town's ability to market publicly-owned property zoned "Planned Employment" within the Gateway Corporate Park.



Sanitation Water Pollution Control Division

Water Pollution Control Division

The Water Pollution Control Division provides the continuous collection and treatment of sanitary sewage generated from 100 miles of sanitary sewers and eight remote pumping stations. The system serves approximately 18,000 people within the Town of Glastonbury in compliance with State and Federal regulations. In addition, this division administers Sewer Use rates, ordinances and provides staff support to the Water Pollution Control Authority.

The following provides highlights for the Water Pollution Control Division Fiscal Year 2009/2010:

- 804.8 million gallons of wastewater were processed averaging 2.20 million gallons per day.
- 3,304,000 gallons or 1,295,535 pounds of sludge were processed and disposed of, averaging 3,549 pounds per day.
- 1,469,376 kilowatt hours of electricity was consumed at the Treatment Plant for the 24 hour per day operation, this is an average of 4,025 kilowatt hours per day.
- The Treatment Plant Upgrade Project and start up was completed. This upgrade provides compliance with State and Federal regulations for nutrient removal. Additional work included replacement of chlorine gas with ultraviolet light disinfection, modernizing equipment and installation of computer based control systems, installation of odor control and solids disposal equipment.
- Nutmeg Pump Station funding

authorized for engineering evaluation to replace this 43 year old station.

- Implemented new billing system for Sewer Use bill processing to improve overall customer service and staff efficiencies.

Refuse Disposal Division

The Refuse Disposal Division operates solid waste disposal, recycling facilities and administers permits for private collectors, ordinances and operating guidelines for waste disposal facility users.

The following provides highlights for Fiscal Year 09/10:

- 1,934 tons of Refuse was disposed of at the Transfer Station, 6841 tons of Bulky Waste Disposed at Bulky Waste Facility and 3,817 tons of materials was recycled.
- 59.0% of solid Waste was recycled at our Transfer Station.
- 535 residents utilized the Regional Household Hazardous Waste Collection Facility during the year.
- Co hosted with Connecticut Resource Recovery Authority (CRRA) an Electronics Recycling Collection and Paper Shredding program at our Highway garage. 46,658 pounds of electronics were recycled.
- Received \$21,712 recycling rebate from CRRA.
- Implemented Town wide single stream recycling program.
- Refined brush grinding program to enhance end product to improve marketability.

Public Safety Police Department

The Glastonbury Police Department is a nationally and State accredited law enforcement agency committed to providing service to our community in a professional and sensitive manner. In 1986, the Department was the first law enforcement agency in Connecticut to be accredited. In 2010, it was the first to achieve its seventh re-accreditation.

The Department consists of 58 sworn officers and 16 civilian support personnel. Dispatching of all emergency services is handled by the Department's Communications Center which employs a state of the art simulcast radio system which was fully upgraded in 2006. Patrol officers maintain a visible police presence and 7 day/24 hour response capability to incidents occurring in Town. The primary mission of the Patrol Division is to identify, prevent and/or eliminate public safety problems. The Patrol officers are the primary contact between the Department and the public. They provide the critical first response to all crime, traffic and medical emergencies occurring throughout the Town. The nature of the work requires these officers to be highly trained and to flexibly readjust to handle a wide variety of complex situations.

While the Town's population has continued to grow, the workload of the Police Department has remained fairly constant for the past several years. During FY 09/10, the Department handled 20,459 calls for service. The



major elements of that caseload are broken down as follows:

Traffic	7,503
Services	9,554
Criminal	3,702

Among these cases, in a normal year, the Department's personnel will respond to about 1600 calls for medical assistance, 800 motor vehicle accidents and 1000 calls involving animal related problems. The Town's crime rate has historically been one of the lowest in the State of Connecticut and the lowest in the Capital Region. While the Town's population has grown by over 30% since 1985, the rate of serious crime has declined by over 45% during the same period.

The Department places great emphasis on issues pertaining to youth. Full time School Resource Officers are assigned to the Middle and High Schools. In addition to enhancing school safety, the officers are in daily contact with youth. While they may occasionally take enforcement action, their primary focus is on preventing problems for youth and discouraging their involvement with crime and/or substance abuse.

Youth officers teach the DARE curriculum to all students in the sixth grade. Instruction on internet safety is presented to fifth grade students and anti-bullying programs are implemented in the fourth grade and middle school. A youth officer is assigned part time to

the FBI's Innocent Images Task Force. That officer's investigative efforts have been highly successful in arresting and prosecuting Internet pedophiles.

The Department maintains a high priority emphasis on traffic and drunk-driving enforcement. Consistent with its overall emphasis on prevention, the Department maintains a proactive posture in addressing the problems of underage drinking and substance abuse. This is accomplished by the continuing checks of establishments selling alcoholic beverage and tobacco to ensure compliance with laws governing sales to minors. High priority is maintained to enforcing the statutes involving possession by a minor or hosting parties where alcohol is served to minors.

Utilizing both accident pattern analysis and complaints voiced by citizens, the Department's Traffic Unit maintains high emphasis on speed enforcement, distracted driving and traffic signal/sign violations. In order to provide the Town with an enhanced capacity to reconstruct accidents, to conduct truck inspections and to undertake larger scale enforcement operations directed at drunk and aggressive driving the Department participates with eight other communities in a regional traffic enforcement team.

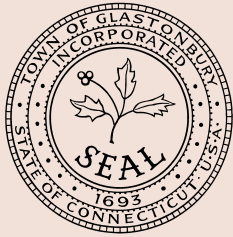
As a force multiplier, the Police Department places great emphasis on participation in other regional teams which provide highly trained officers

and specialized services to the Town which would be economically prohibitive to accomplish alone for a Town this size. Those teams provide narcotic enforcement, underwater recover, hostage negotiation and tactical team response to the Town in a highly cost effective manner. The high level of on-going cooperation between police departments in the region in turn serves all the participating communities well whenever mutual aid assistance is required to deal with larger scale emergencies.

Recognizing that computers and digital evidence are assuming an ever increasing role in crime and criminal investigation, the Police Department has trained two officers as forensic computer analysts. A forensic computer lab is maintained within the Police Department to provide the equipment, advanced forensic software, and a secure area for the analysts to receive, store and examine seized computers and digital equipment.

In 2009 the Police Department worked with Havis-Shields to develop the completely new IdleRight technology that reduces gas consumption and the necessity of idling vehicles parked with their lights flashing at accident scenes or road construction. This revolutionary idea for reducing gas consumption in emergency vehicles is now being marketed nationwide. In return for the Department's assistance in developing and testing this new product all of the

(continued on page 26)



Public Safety Volunteer Fire Department

The Glastonbury Fire Department, which is comprised of four fire stations and twenty pieces of fire apparatus, maintains a staff of 114 paid-on-call firefighters and support personnel. While the pay is minimal, these brave and dedicated individuals respond to a variety of alarms ranging from a serious fire or rescue to a simple need of assistance by a fellow citizen. Last year the department averaged slightly over 1,000 calls while completing an overall total of 7,000 hours of training both at the Connecticut State Fire Academy, as well as the Department's own modern day fire training facility at the end of Nutmeg Lane.

When not answering alarms or attending training exercises, the Department is actively involved in a number of community events. The Department prides itself on promoting fire safety throughout the community. Whether it's putting on public demonstrations at the Annual Apple Harvest Festival, working with local retailers in promoting fire safety or providing a station tour to a group of youngsters, the Department is always there for the residence of Glastonbury. The month of October is very special to Fire Departments nationally. Fire Prevention week is always the first week of the month. Members get involved with going into the classrooms to teach elementary students about fire prevention, stop drop and roll and the use of the 911 system. For the older students the Department has participated



in career day at the High School, as well as sponsors a Fire Cadet program, where teenagers between 14 and 18 are introduced to the fire service.

At this past year's Annual Awards Ceremony several firefighters were recognized for their heroic actions, years of service and educational achievements. This year the Department issued citations to a number of firefighters that over the years went above and beyond the call of duty. The Department issued its first Award of Merit to Deputy Chief Christopher Siwy for his heroic action dating back to 1983. It was at this incident that Deputy Chief Siwy entered the burning structure prior to the Fire Department's arrival and rescued the lone occupant. Other citations included Awards of Commendations to a number of firefighters that performed commendable service above and beyond what is normally expected during an

emergency operation. In addition, The Glastonbury Exchange Club honored former Deputy Chief Donald "Pete" Cowles as this year's Firefighter of the Year.

The Department continues to focus on improving firefighter safety. Over the last year the Department acquired through a FEMA grant new "four-gas" meters, which are used to measure the explosive range for various gases, carbon monoxide, oxygen and hydrogen sulfide. In addition, the Department replaced two of its thermal imaging cameras, which provides enhanced technology as well as being lighter weight. The Department is continuously looking for ways to improve its safety.

Continuous training is a vital element to promoting safety and to reinforce that firefighting does have its risks. For our new recruits training is essential prior



Public Safety Civil Preparedness

to stepping on to the fire ground. A new recruit is required to attend over 180 hours of rigorous training in order to be certified by the State of Connecticut as a firefighter. Trained to the National Fire Protection Association at the Firefighter One level, a new recruits training does not end there. They are required to receive training in hazardous material awareness and operations, incident command, as well as weapons of mass destruction. While that is just the minimum, a number of our members are certified as Fire Officers, Fire Service Instructors, as well as operators of specialized pieces of equipment.

In response to the threats of possible attacks against the United States, Glastonbury became the leader of one of the State's Firefighting Task Force teams. Task Force 57 is part of the Statewide Fire/Rescue Disaster Plan. The task force consists of three Engine companies two Ladder companies one Rescue company and a Command Car from six surrounding communities that are readily available to deploy to any major incident throughout the State of Connecticut. The Glastonbury Fire Department is always looking for new recruits that are up to the challenge and want to give back to their community. The Department invites you to visit our website at www.glastonburyfire.org or simply call the Fire Chief's office at 860-652-7555 to learn more about how you can be part of a great tradition.

The Office of Civil Preparedness (Emergency Management) coordinates all emergency activities in times of man-made or natural disasters for the Town of Glastonbury.

The Office is active in planning for manpower, equipment and community needs by updating information, regulations and training, as well as conducting checks of materials and equipment, including the Town warning sirens.

In disaster situations, the office updates information and instructions to Citizens via its disaster information telephone number 652-7578, as well as its radio station, WP11600 at 1570 AM, which is heard in Glastonbury, 24 hours a day, seven days a week. This station also provides citizens with public safety information concerning traffic aid emergency situations.

It also maintains a state-of-the-art mobile telecommunications van that is equipped to function as a backup system should the Town's main system fail. This van can also be used in the field to assist with 'command and control' operations in major incident situations. This van contains the I-TAC I-CALL 800 MHz Interoperable System. The Department acquired a satellite phone in 2010 to communicate with the Connecticut Department of Emergency Management and FEMA in case of loss of

other methods of communication, The Glastonbury Emergency Management Director is considered as the founder of this Interoperable System by State Public Safety Officials.

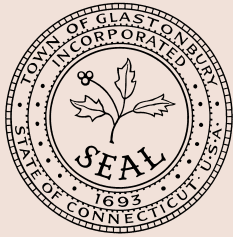
The Civil Preparedness staff has trained in 'radiological monitoring' through the Connecticut Office of Emergency Management. It has radiological monitoring devices to meet peacetime homeland security concerns including the 'Hurricane' United States Government hurricane-warning program with which it monitors major weather events A new 2010 version of Hurrevac has been implemented in our computers and the staff trained in its use/

The department is committed to continuing its involvement in Glastonbury Boy Scouting in Emergency Management projects to assist the development of youth, who are our future leaders.

Certain federally required elements of training must be completed by the Town of Glastonbury organizations that may have a role in preventing, preparing for, responding to, or recovering from an incident. The Emergency Management Senior Staff has completed its Federal Government requirement for National Incident Management System (NIMS).

The Town has maintained its status as

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a Federally Recognized “Storm Ready Town” by the National Weather Service, which is the second one in Connecticut and the tenth in New England.

Recognition of the Department of Emergency Management continued. John W. Walton, Glastonbury Deputy Director for Emergency Management was honored in March by the American Red Cross Connecticut Chapter with a “Spirit of the American Red Cross Hero” award. The award was given for his administrative and technical work. The award was sponsored by Pratt & Whitney.

The Office of Civil Preparedness also

- Maintained viable Civil Preparedness, Emergency Management & Homeland Security Program for the people of the Town of Glastonbury.
- Maintained US Weather Alert Radios in all Glastonbury Schools as well as the Board of Education and the Bus Yard.
- Provided normal and emergency communications to the Apple Fest and the Santa’s Run
- Continued use of WebEOC Crisis Information Management Software (CIMS) to manage crisis information and provide it to authorized users. WebEOC complies with the provisions and standards for the Incident Command System (ICS) as outlined in the National Incident Management System (NIMS). The majority of our members are trained in its use. Web EOC was used was to

track the daily status and report on the severe weather events of this past summer

- Replaced existing Emergency Management VHF and UHF radios to meet FCC narrow banding requirements. The narrow band requirement creates more radio frequencies for public safety use to meet increased usage. This requirement was met ahead of the January 13, 2013 deadline.
- Obtained \$100,000 grant to procure a generator for an Emergency Shelter in the High School

Public Safety Volunteer Ambulance

The Glastonbury Volunteer Ambulance Association, GVAA, was established in 1957. GVAA is committed to providing emergency ambulance service to the community 24 hours a day, 7 days a week, 52 weeks a year. More than 3000 calls have been logged for the year 2010. Currently three “Super Duty” ambulances operate from our facility at 2112 Main Street (located behind the police department). Each ambulance is staffed at an Intermediate level that provides basic emergency services and is able to provide intravenous fluid therapy, advanced airway management, cardiac defibrillation and oxygen therapy.

GVAA members are state certified EMT’s of varying levels and receive monthly training to update skills and keep abreast of new and ever changing requirements in their field. Members come from Glastonbury and the surrounding towns volunteering both





Administrative Services

their time and expertise to those in need. Typically GVAA members work three 12-hour shifts a month. When not responding to calls, crew members are at the ambulance quarters attending to the equipment, building and supplies.

The ambulance service covers many town events, i.e.: the Summer Concert Series, Apple Fest & Santa's Run to name just a few. In addition we provide visits to area nursery schools for children to understand and feel comfortable with the inside of an ambulance. For the past few years we have worked with a program called "CT Chips" that provides fingerprints of young children, a video of them and a dental imprint, additionally, we participated in a "safety day" with an area business this year and a local church.

Members pride themselves on providing the highest quality, most compassionate and dedicated emergency medical care to the residents and visitors of Glastonbury. First Aid and CPR training is offered to members of the community and surrounding towns.

The organization is always looking for dedicated members to be part of our team. To learn more about becoming a volunteer or about our organization or to inquire about community based training please call (860)633-6554. You can also reach us at www.GVAA.org.

The Administrative Services Department is responsible for the preparation of the Town budget, accounting and financial reporting, cash management and debt administration, coordination of computer services, land records, property assessment, and the collection of taxes and sewer use fees. In addition, it oversees the acquisition of goods and services, insurance procurement, legal services and voter registration management.

Board of Finance

The Board of Finance is a bipartisan Board which operates in partnership with the Town Council and the Board of Education. In its advisory role, the Board recommends an annual budget to the Town Council and recommends and/or authorizes transfers among and between accounts and funds during the fiscal year. By direct authority the Board establishes the annual mill rate of taxation after reviewing the final budget approved by the Town Council.

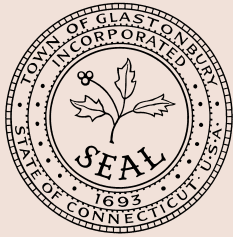
Financial Administration

This office coordinates the preparation of the operating and capital improvement budgets for the Town Manager; works with the Board of Finance to review financial reports and make recommendations as needed to the Town Manager; oversees the Town pension investments and coordinates actuarial valuations with the Town actuary; serves

as staff liaison to the Insurance Advisory Committee in risk analysis and annual insurance renewals; coordinates bid administration for the procurement of goods and services, including equipment and construction services. Contract administration, surplus property distribution and Information Technology services for all Town departments is the responsibility of this division.

- Maintained AAA designation with Standard's & Poor and Aa1 designation with Moody's Investment Services for the Town, which is based on the Town's financial condition.
- Received the Governmental Finance Officers Association (GFOA) Distinguished Budget Presentation Award for FY10/11.
- Implemented a self insurance program for the Town and Education Health Insurance benefits
- Administered on-line surplus property auctions resulting in \$41,000 in revenue.
- Implemented significant software enhancements throughout organization to improve efficiencies: Applicant Tracking, Employee Self Service, Go Docs (which allows for the electronic distribution of purchase orders to suppliers), Regional Building Permit Software and a new Tax/Assessor Administrative System.
- Completed operational and procedural review of various department functions to identify process, efficiency and

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technology improvements in current systems.

- Expanded the utilization of the Purchasing web page to include all solicitations and bid tabulations.

Accounting

The Accounting Division is responsible for providing complete and accurate financial information, in the proper format, on a timely basis. This division prepares the year-end comprehensive annual financial report and processes employee payroll, payables, and receivables. The division is also responsible for managing the Town's investments to maximize interest earnings in all funds and performing internal audit procedures to help ensure that proper controls and procedures are being followed.

- Received the Certificate of Excellence in Financial Reporting for the period ended June 30, 2009, awarded by the Government Finance Officers Association following an extensive review process.
- Initiated electronic delivery of direct deposit advices to employees thereby reducing printing and mailing costs.
- Completed independent operational review of accounts payable and payroll processes and developed timeline to implement recommendations.

Property Assessment

The Property Assessment Division administers an ad valorem tax program

in compliance with State Statutes. It compiles the annual Grand List of taxable and exempt property including the valuation of real estate, motor vehicles and business personal property.

- The post-revaluation 2009 net taxable grand list totaled \$4,125,934,400, representing a .5% increase over the previous year.

Revenue Collection

The Collector of Revenue division is responsible for the timely billing, collection and financial reporting of tax and sewer revenues in accordance with State Statutes and other applicable regulations and the collection and processing of all other Town revenues. Of additional importance to this division is maintaining an effective and cordial relationship with the general public while assisting them to understand the taxation procedure process.

- Taxes and fees collected for the fiscal year 2009/2010 totaled \$119,230,128
- Sewer charges and fees collected totaled \$ 2,070,795
- Accomplished a tax collection rate of 99.13% on current levy.
- Transitioned administrative system for tax collection to new software system effective July 1, 2010

Town Clerk

The Town Clerk's Office serves as the direct link between the residents of the

town and their local government. It is the center for access to permanent public records and is responsible for maintaining the following documents: property transfer records, vital statistics (births/marriages/deaths), election results, town budgets, bonding and financial reports, military discharges, notary public registrations, liquor and burial permits, trade name certificates, meeting schedules, notices, agendas and minutes of Town boards and commissions and various contracts and agreements. In addition, this office administers various phases of the elections process and issues various licenses and permits such as dog, sporting and marriage. Virtually all functions performed in the office are governed by state statutes and town charter. The office is a major collector of revenue for the State of Connecticut as well as for the Town. In fiscal year 2009/2010, the office collected approximately \$1,304,312 in revenue for the State and \$802,111 for the Town consisting of funds related to real estate conveyance taxes, historic documents and farmland preservation funds, vital statistics, dog and sporting licenses, land recordings, copy fees and other miscellaneous revenue. Some highlights of the last fiscal year include:

- Received State preservation grant to continue another phase of records re-indexing to include the timeframe of May 1815 to May 1869.



Human Resources

- Provided online dog license renewal option.
- Continued reorganization of all vaulted permanent records through sorting, regrouping and remarking all town board and commission as well as state filings for improved public access.
- Applied for a \$6,000 Historic Preservation Grant from the State of Connecticut to continue with the phase in of the land records re-indexing project in fiscal year 2010/2011.
- Continued oversight of Ethics Commission training protocol with board and commission staff liaisons as well as periodic training status updates to Ethics commission.

The Human Resources Department is a full service department with the mission of administering a full range of human resources services and programs to the Town's workforce and retirees.

Some of the principal services and activities offered are: recruitment and testing, compensation and classification, employee training and development, labor relations and employee and retirees benefits. The department is also responsible for the Customer Service Center, located on the ground level of Town Hall. The center provides a range of services to residents, visitors and employees ranging from posting jobs to notarizing documents.

Some of the accomplishments for the year were as follows:

- Conducted 18 recruitments and reviewed over 647 applications in an effort to select the best candidates to fill town positions.
- Provided over 14 training sessions and employees' programs with an average of 35 employees per session for a total of 540 attendees.
- Notarized approximately 401 and updated 371 documents.
- Issued over 519 dump passes, collecting \$29,450 at the Customer Service Center
- Completed an analysis of and implemented recommended changes to all work stations in the town to ensure an ergonomically sound work environment, thus expecting a reduction in potential

loss in work time.

- Successfully completed the second phase of a multi-year survey to implement plan design changes to the Town's Health Plan. Changes this year saved the Town approximately \$31,000.
- Successfully successor contracts for two (2) bargaining unions.
- Completed populating the Human Resources Department Intranet with documents/forms. This allows employees easy access to these forms and document and while saving the Human Resources Department staff time.

Some of the training sessions provided served to enhance employees' knowledge, skills and abilities in job performance while other opportunities were to assist in keeping our employees healthy and helping them to prepare for life in retirement.

Some of the opportunities offered were diversity training, taking care of your back, how to stay healthy, de-stressing at work and law updates. The information sessions provided to employees included preparing for retirement, how social security works, my investment opportunities and men and women health issues.

Town of Glastonbury

Financials



TOWN OF GLASTONBURY, CONNECTICUT
 STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE
 BUDGETARY BASIS – BUDGET AND ACTUAL – GENERAL FUND
 FOR THE YEAR ENDED JUNE 30, 2010

	Budgeted Amounts		Actual	Variance With Final Budget Positive (Negative)
	Original	Final		
Revenues:				
Property taxes \$	118,723,867	\$118,723,867	\$119,029,288	\$305,421
Licenses and permits	728,900	728,900	918,526	189,626
Intergovernmental	7,759,060	9,178,085	9,199,332	21,247
Charges for services	1,581,474	1,629,974	1,544,251	(85,723)
Investment income	650,000	650,000	356,297	(293,703)
Other revenue	1,558,288	1,558,288	1,724,607	166,319
Total revenues	131,001,589	132,469,114	132,772,301	303,187
Expenditures:				
Current:				
General government	2,745,724	2,817,845	2,694,876	122,969
Community development	1,860,932	1,910,932	1,809,663	101,269
Administrative services	5,513,900	5,466,977	5,106,512	360,465
Public safety	10,152,697	10,192,451	9,770,919	421,532
Physical services	6,009,170	6,168,568	6,007,171	161,397
Sanitation	2,470,988	2,483,684	2,433,601	50,083
Human services	2,534,379	2,547,379	2,463,209	84,170
Leisure/culture	4,872,976	4,954,640	4,823,841	130,799
Contingency	175,000	160,000	-	160,000
Education	84,831,809	86,299,334	86,296,175	3,159
Debt service	10,750,000	10,750,000	10,734,540	15,460
Total expenditures	131,917,575	133,751,810	132,140,507	1,611,303
Excess (Deficiency) of Revenues over Expenditures	(915,986)	(1,282,696)	631,794	1,914,490
Other Financing Sources (Uses):				
Transfers in	3,640,986	3,640,986	1,743,514	(1,897,472)
Transfers out	(2,725,000)	(3,997,082)	(3,997,082)	-
Total other financing sources (uses)	915,986	(356,096)	(2,253,568)	(1,897,472)
Net Change in Fund Balance	\$ -	\$(1,638,792)	(1,621,774)	\$17,018
Fund Balance at Beginning of Year			19,625,637	
Fund Balance at End of Year			18,003,863	

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

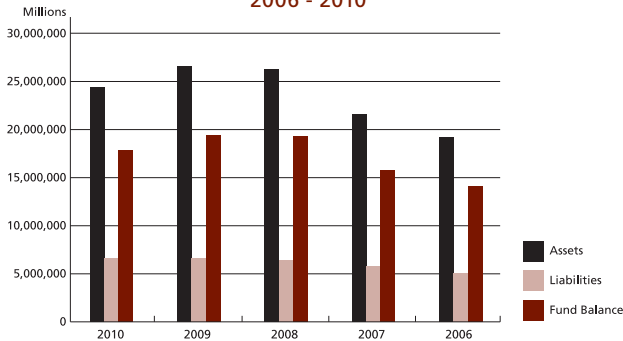


Town of Glastonbury Financials

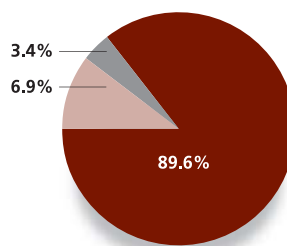
TOWN OF GLASTONBURY, CONNECTICUT
GENERAL FUND – BALANCE SHEET
JUNE 30, 2010 WITH COMPARATIVE TOTALS FOR 2009

	2010	2009
ASSETS:		
Cash and cash equivalents	23,206,758	21,970,317
Receivables:		
Property taxes	756,260	604,803
Other	322,009	497,215
Inventory	187,931	168,163
Due from other funds	0	2,800,000
Other assets	15,190	22,213
Total Assets	24,488,148	26,062,711
LIABILITIES AND FUND BALANCE		
Liabilities:		
Accounts and other payables	3,065,919	2,741,213
Due to developers for escrow deposits	1,004,690	1,285,931
Due to others for escrow deposits	1,032,216	1,088,445
Deferred revenue	1,381,460	1,321,485
Total liabilities	6,484,285	6,437,074
Fund Balance:		
Reserved for encumbrances	152,715	106,365
Reserved for inventory	187,931	168,163
Reserved for capital outlay	85,183	169,388
Unreserved:		
Designated for insurance	275,000	275,000
Designated for subsequent year's expenditures	1,500,000	2,000,000
Designated for specific purposes	0	0
Undesignated	15,803,034	16,906,721
Total fund balance	18,003,863	19,625,637
Total Liabilities and Fund Balance	24,488,148	26,062,711

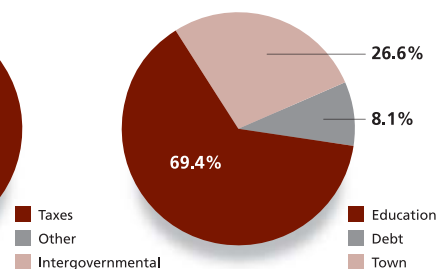
Assets, Liabilities, Fund Balance
2006 - 2010



REVENUES



EXPENDITURES



Town of Glastonbury

Town Officials – Prior to November 2010 Election

Board of Education

Richard C. Brown •
Lorraine Marchetti *
Kristi H. Vitelli, *Secretary*
Lisa M. Furbush
Jeremy Grievesson
Daniel J. Schnaidt
Pandora D. Wohler
James R. Zeller

Board of Finance

Diane L. Northrop
James R. McIntosh
Robert W. Jenkins
Jared Soper
Constantine Constantine
James Lynch

Board of Assessment Appeals

David Motycka
Robert D. Cowden
Dennis C. Cavanaugh
Bernard J. Herpst
Forbes Warren
Robert F. Vacchelli
Eileen M. Dobensky

Bldg. Board of Appeals/ Code Review Committee

Calvin J. Carini
James W. Dutton
Robert Kaelin
John S. Sardo
Graham Tyrol

Commission on Aging

William McGaw Jr.
Susanne Dock
Mary Abel
Nancy Kent
Ernest F. Reale
Eva Bowden
Janeen Dolan

Community Beautification Commission

W. Gilbert Wolf
Robert G. Shipman
Donald B. Reid
Linda DeGross
Della Winans
Lewis Middleton
David Flattery

Conservation Commission

Kim McClain
Judy Harper
Dennis McNerney

James Bingham
Gerhard R. Schade
William Patrick
Helen D. Stern

Cox Cable Advisory Council

Patricia Darling
Christopher Fraleigh
Martin Loughlin
Richard C. Brown

Economic Development Commission

Gretchen Deans
Anthony L. Lazzaro, Jr.
Michael Botelho
David M. Hallowes
Raymond A. Dolan
Jay Sattler
Caren Kittredge

Ethics Commission

Alexandrina (Sandy) Sergio
Alan R. Spier
Nancy Thomas
Patrick Treacy
Angela Bull
Alternates:
Reginald L. Babcock

Fair Rent Commission

Lucille Jonah
Judith A. Stearns
Allen Karp
Andrea Broder
John C. Hilton
Stephen D. Oppenheim
David Evans

Fine Arts Commission

Doris O'Rourke
Helen Litwin
Dianne Hemlock Grinvalsky
Catherine Carlone
Heather Summers
Sandra MacGregor
Diane Lacy

Fire Commission

Gilbert D. Spencer
James W. Dutton
Rocco N. Fierravanti
Raymond A. Dolan
Arnold H. Higgins
Richard W. French, Jr.

Historic District Commission

Mary Lou Barrett

Nanette Navarro
Michael Stassen
Steven Snyder
Dr. Trish Manfredi
Alternates:
Courtney MacDonald
Barbara Theurkauf
Dorothy C. Cameron

Housing Code of Appeals

Nelson C. L. Brown
Kristine Brown
Dr. Michael F. Lepore
W. Michael Low

Human Relations Commission

Susan Sit
Joan Kemble
Patricia A. Darling
John C. Glezen
Virginia Hajek

Incorporators/ Free Academy

Richard Mihm
Patricia Saddle mire
John Waterhouse

Insurance Advisory Committee

Robert J. Hager •
Stephen J. Ludwig *
Ronald E. Palmer
David Hoopes
Thomas Mullaney
Patricia Shea-Lovell
Stephen L. Jones

Greater Hartford Tourism District

Katherine C. Kennedy

Personnel Appeals Board

Elizabeth A. (Betty) McLaughlin
Robert W. Rulevich
Glenda Rose
Richard Vitterelli
Keith Shaw

Public Buildings Commission

Lisbeth Becker
Charles I. Monzeglio
Stephen Shipman
David B. Cox
Suzanne S. Galvin
Liaisons:
Gus Constantine

Public Housing Authority

Donald H. Foberg
James F. Noonan
Richard H. Inman
Zelda Lessne
Judith Jaskulski

Recreation Commission

Allyson Ravosa
Michael C. Collins
Dennis Kerrigan
Brian Summers
Michael H. Clinton
H. James Boice

Safety Committee

Brian Ellis
Bernard J. Herpst
Theodore R. Paulding, Jr.
Lewis Lassow
Daniel B. Scott
Kathleen Kiernan-Pagani
Robert Hicks

Town Council

Susan Karp
Carol H. Ahlschlager
Whit C. Osgood
Kurt P. Cavanaugh
Marti Curtiss
Stewart "Chip" Beckett III
Barbara C. Wagner
Thomas J. Kehoe
Carolyn M. Treiss

Town Plan & Zoning Commission

Patricia V. Bussa
Patricia V. Low
Sharon Jagel
William Finn
Steven B. Ryan
Sharon H. Purtill
Alternates:
Raymond Hassett
Eric W. Schaefer
Keith S. Shaw

Water Pollution Control Authority

Bradley Northrop
John C. Gavin
Louis M. Accornero
Nils Carlson
William H. Habicht
Frank J. LaPorte III

Welles Turner Library Board

Elizabeth Fitzpatrick
Vanessa Kerrigan

Glenda Rose
Patricia Saddle mire
Laurie Paternoster
Diane Hemlock

Youth & Family Services Commission

Patrick Sullivan
Tamara Vrabely
Scott Heaney
Angela Phelan
Natalie Cook
Joanne R. Schneider
Tricia Dougherty
Susan Calabro
Non-Voting Members:
Father Kevin Cavanaugh
Sergeant Keith O'Brien

Zoning Board of Appeals

Michael T. Fitzpatrick
James T. Van Law Jr.
Sandra O'Leary
Jeanie G. Babineau
John C. Linderman
Alternates:
Charles L. Monaco
Anthony Gesnaldo
Jeannie S. Loughlin

Connecticut River Assembly

Richard Mihm

Agricultural Advisory Committee

Mario Accornero
Henry Rose
J. Baylis Earle
Louis Bussa
Richard Ferrari
Deborah McIntosh
Michael Longo

Great Pond Stewardship Committee

Gerhard R. Schade
Paul Kehoe
Dennis Kerrigan
Dennis McNerney
David Gumbart
Barbara C. Wagner
Chip Beckett
Marti Curtiss
Judy Harper
Tom Mocko

• Chairman
* Vice Chair

Town of Glastonbury

Town Officials – Following to November 2010 Election

Board of Education

Richard C. Brown •
 Jeremy Grieveson *
 Lisa M. Furbush, *Secretary*
 Rosemary Coggeshall
 Douglas C. Foyle
 Daniel J. Schnaidt
 Pandora D. Wohler
 James R. Zeller

Board of Finance

Diane L. Northrop •
 James R. McIntosh *
 Robert W. Jenkins
 Jared Soper
 Constantine Constantine
 James Lynch

Board of Assessment Appeals

David Motycka •
 Christopher M. Gallagher
 Dennis C. Cavanaugh
 Bernard J. Herpst
 Forbes Warren
 Michael C. Collins
 Lawrence J. Byar

Bldg. Board of Appeals/ Code Review Committee

Luther Weeks
 James W. Dutton
 Robert Kaelin
 Sandra Arenas
 David Cordone

Commission on Aging

Denise Weeks
 Susanne Dock
 John DiSette
 Nancy Kent
 Ernest F. Reale
 Eva Bowden
 Janeen Dolan

Community Beautification Commission

W. Gilbert Wolf
 Robert G. Shipman •
 Donald B. Reid
 Linda DeGross
 Della Winans
 Darlene Dumaine
 David Flatterly

Conservation Commission

Kim McClain
 Judy Harper •
 Dennis McInerney
 Robert Huestis

Gerhard R. Schade
 William Patrick
 Helen D. Stern

Cox Cable Advisory Council

Patricia Darling
 Christopher Fraleigh
 Martin Loughlin
 (Bd. of Ed. Representative)

Economic Development Commission

Gretchen Deans
 Anthony L. Lazzaro, Jr.
 Michael Botelho
 David M. Hallowes •
 Raymond A. Dolan
 Winona Zimmerman
 Caren Kittredge

Ethics Commission

Reginald L. Babcock
 Alan R. Spier
 Nancy Thomas
 Judyth A. Heinrich
 Angela Bull
Alternates:
 Al Herzog

Fair Rent Commission

Lucille Jonah
 Judith A. Stearns
 Allen Karp
 Andrea Broder
 John C. Hilton
 Stephen D. Oppenheim
 David Evans •

Fine Arts Commission

Doris O'Rourke
 Helen Litwin
 Marion Terry Cordone
 Betsy Hamilton
 Heather Summers
 Sandra MacGregor
 Diane Lacy

Fire Commission

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 James W. Dutton
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 David Hoopes
 Thomas Mullaney
 Tallison (Tally) Noble
 Stephen L. Jones

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 Kimberly Kupecky
 Richard Vitterelli
 Robert Zanlungo

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 Charles I. Monzeglio
 Stephen Shipman
 David B. Cox
 Suzanne S. Galvin
Liaisons:
 James R. Zeller -
 (Bd. of Education)
 Gus Constantine -
 (Bd. of Finance)

Public Housing Authority

Donald H. Foberg

James F. Noonan
 Richard H. Inman
 Zelda Lessne
 Judith Jaskulski (Tenant Rep.)

Recreation Commission

Allyson Ravosa
 Michael C. Collins
 Seth Jacoby
 Brian Summers
 Michael H. Clinton
 H. James Boice *

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 Theodore R. Paulding, Jr.
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 Anthony Gesnaldo
 Barbara Nebb

Patricia Shea-Lovell
 Diane Hemlock

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 Tamara Vrabely
 Scott Heaney
 Diane Levsy
 Angela Phelan
 Natalie Cook
 Joanne R. Schneider
 Tricia Dougherty •
 Susan Calabro
Non-Voting Members:
 Lisa M. Furbush -
 (Bd. of Education)
 Lauren Gouse -
 (Youth Advisory Board)
 Sergeant Tim Viens -
 (Glastonbury Police Dept.)

Zoning Board of Appeals

Michael T. Fitzpatrick
 James T. Van Law, Jr.
 Sandra O'Leary
 Jeanie G. Babineau
 John C. Linderman
Alternates:
 Brian R. Smith
 John H. Ferguson
 Jeannie S. Loughlin

Connecticut River Assembly

Richard Mihm

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 Richard Ferrari
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 Michael Longo

Great Pond Stewardship Committee

Gerhard R. Schade •
 Paul Kehoe
 Dennis McInerney
 David Gumbart
 Carol H. Ahlschlager
 Marti Curtiss
 Carolyn M. Treiss
 Judy Harper
 Tom Mocko
 (Environmental Planner)

• Chairman
 * Vice Chair



Town of Glastonbury

Town Hall / 2155 Main Street / Glastonbury, CT 06033
860-652-7710 / www.glasct.org