



Town of
GLASTONBURY

ANNUAL REPORT 2011-2012

Dedication

Severe weather events hit Glastonbury with a vengeance; tropical storm Irene in August and Alfred in October. Widespread power outages, blocked roadways and hazardous trees disrupted the normal routine of life. Schools were closed. Gas, food, and internet access were hard to find.

Downed power lines, many entangled in trees, made many roads impassible. Communication was made difficult due to the power outages. The hum of generators pierced the darkness in a town with 100% power outages; not once, but twice. A massive storm cleanup effort would be needed to restore a sense of normalcy.

This year's annual report is dedicated to those people whose efforts contributed to the Town's preparation for, and response to, both storms. Contributions were many and varied. Town Manager, Richard J. Johnson, led the integrated response by Town policy-makers and staff, and coordinated efforts with State officials and representatives of the utilities. Superintendent of Schools, Alan Bookman, and school staff opened the high school to the community for showers, charging stations, and an emergency shelter. Glastonbury's first responders — Police, Fire and Ambulance — responded to numerous requests for service. The Departments of Social and Senior Services reached out to residents with special needs and the most vulnerable in our community and staffed the emergency shelter. The Parks & Recreation Department, working with the Highway Department, labored tirelessly to clear downed trees and limbs from roadways and public areas. The Sanitation Department



offered extended hours at the Bulky Waste Facility and the satellite debris disposal sites. The Office of Civil Preparedness/Emergency Management made arrangements for bottled water and Meals Ready to Eat for distribution to residents. Firehouses made potable water available to residents whose wells were inoperable. Building Department staff worked with residents to process permits for electrical work required to restore power and install emergency generators. Health Inspectors expedited restaurant re-openings as food safety issues were addressed. The Fire Marshal's Office provided standby coverage at firehouses, completed numerous building inspections, and responded to multiple CO² alarms. Wastewater Treatment Plant operators kept pump stations operating with emergency generators. Administrative staff from Town Hall, Welles Turner Library, Youth & Family Services and Office of Civil Preparedness staffed a call center where residents could receive periodic updates. Facilities Maintenance set up phone and computer charging stations and kept the Town's emergency generators running. The Purchasing

Department solicited competitive bids for the removal of trees, limbs and storm related debris from the public right-of-way and Town properties. The Town Council and Board of Finance took action to approve the expenditure of up to \$2.5 million dollars for storm cleanup; 75% of whose cost was reimbursed by FEMA.

Neighbors helped neighbors clean storm debris. Those with generators took people in until power was restored. Local merchants worked extended hours to provide emergency supplies to residents — batteries, generators, water, propane, chain saws and other emergency supplies. Utility workers from Connecticut, neighboring States and Canada worked diligently to restore power. Random acts of kindness were evident everywhere.

This year's annual report is dedicated to the people whose efforts in the aftermath of these devastating storms serve as an example of, and witness to, what makes Glastonbury a great place to live, work, and do business.

*By Raymond E. Purtell
Director of Parks and Recreation*



Photos show results of storm Alfred in October of 2011.

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**Glastonbury's Town
Manager and Town
Council**



Back row left to right: Town Manager, Richard J. Johnson. Glastonbury Town Council members: Jill Barry; Stewart "Chip" Beckett III, Chairman; Whit C. Osgood; Lawrence J. Byar; Diane DeLuzio; Front Row: Timothy P. Coon, Minority Leader; Thomas P. Gullotta; Lorraine G. Marchetti, Vice Chairman; Kurt P. Cavanaugh, Majority Leader. Photo by E.B. Taylor

Facts & Figures

Location

Glastonbury is located ten miles southeast of Hartford, south of Route 3 and east of the Connecticut River and Interstate 91.

Area

52.5 square miles, 33,600 acres

Population

Approximately 34,427

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 water company, State forest and Town lands (25%).

Form of Government

Town Council, Town Manager, Board of Finance

Regionalism

Glastonbury is served by the Central Connecticut Regional Planning Agency and the Capitol Region Council of Governments.

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

30.05 mills July 2011
30.50 mills July 2012

Number of Voting Districts

Eight

Net Grand List

2010 — \$4,165,399,080
2011 — \$4,207,613,915

State Representatives

Dr. Prasad Srinivasan (R)
860-240-8761
Joe Diminico (D)
860-240-8585

State Senator

Steve Cassano (D)
860-240-5302

U.S. Congressmen

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

U.S. Senators

Sen. Richard Blumenthal (D)
860-258-6940
202-224-2823
Sen. Christopher Murphy (D)
860-549-8463

Town Government

Town Manager
Richard J. Johnson

Town Council 2011-2013

Stewart "Chip" Beckett III,
Chairman (R)
Lorraine G. Marchetti,
Vice Chairman (R)
Jill Barry (D)
Lawrence J. Byar (R)
Kurt P. Cavanaugh (R)
Timothy P. Coon (D)
Diane DeLuzio (R)
Thomas P. Gullotta (D)
Whit C. Osgood (R)

Message from the Chairman



Dear Residents:

Glastonbury has celebrated another successful year, despite the weather. The weather conditions were the biggest set of events we have had to face in a long time. Hurricane Irene and Storm Alfred cut power to Glastonbury for over a week each. Reopening roads, repairing broken power systems, repairing homes and infrastructure were the central focus for our Town and its citizens from late August until the close of 2011.

Financially, we reaffirmed our AAA credit rating with the rating agencies. It allowed us to refinance debt on favorable terms, along with other cost saving initiatives that totaled approximately \$3 million.

On a lighter note, Glastonbury was rated the number one large community in Greater Hartford by *Hartford Magazine*. The hard work of our citizens and staff over many years was recognized as creating the exceptional quality of life that we all enjoy here.

Slocum Mills is currently being repurposed to be a park, adjoining the Cotton Hollow Nature Preserve near the Grange pool. The buildings are down, along with most of the environmental remediation. There are a few spots remaining for remediation, along with

access improvements, which should be completed during the summer of 2013. Our open space was also enhanced with the completion of the multi-purpose path from Smith Middle School to Bell Street. This is the middle section of our Bike-Pedestrian committee's plan to connect the Buckingham Village Center to the Town Center. Usage has been very heavy ever since it was opened.

The Glastonbury-East Hartford Elementary Magnet School opened in August of 2012, greatly expanding the space and capacity of this special school that has had such a proud program since 1994. Its NASA explorer designation is maintained, giving these students a focus on science and world cultures.

Glastonbury has been working for many years to lower our energy usage so as to not waste resources as well as save our citizens money in operating costs; and ultimately the taxes required to support our town and its services. We have been able to implement more of those programs using more energy efficient lights and mechanical devices as well as the opening of a liquid natural gas filling station for our increasing fleet of natural gas powered vehicles.

Finally, a very large community project was the co-sponsorship with Purple Heart Homes to build a new home for a wounded, disabled veteran at the site of the old Marine Corp League/VFW hall. Many individuals and community service groups from all over town worked together to design, build, and furnish this home for Mr. Manny Jiminez, which was completed in a large ceremony on June 23rd.

We do not know what the future will hold for 2013, but we look forward to continuing to build our community and maintain our best community in the area to live work and play.

A handwritten signature in blue ink, appearing to read "Lester White". The signature is written in a cursive style and is positioned below the text of the message.

Town Manager's Report

Dear Glastonbury Residents,

Each year I have the opportunity to highlight the successes and accomplishments of the past year. For this Annual Town Report, I am particularly proud of the many successes achieved throughout the Town organization. A variety are highlighted below and discussed throughout this Report.

- The storms experienced in late August and October of 2011 created a variety of challenges for the community and Town operations. Storm Irene created power outages in Glastonbury of almost 100% while Storm Alfred combined significant tree and property damage with power outages again approaching 100% town wide. Town forces responded effectively to both challenges by operating an Emergency Call Center, providing charging stations, showering and sheltering facilities, access to potable water, Wi-Fi access, food and water, removing road blockages and downed trees, and representing Glastonbury in daily communications with CL&P and the Governor's office.
- Glastonbury's due diligence when implementing town-wide debris clean up proved highly successful and cost effective. By opting to secure these services through a competitive bid process Glastonbury achieved savings of approximately \$1 million as compared to the state contract process.
- Moody's Investors Services and Standard & Poor's again reaffirmed Glastonbury's AAA credit rating. Long term debt originally issued in 2006 and 2007 was refinanced to achieve almost \$800,000 in future savings. Over recent years combined refinancing has achieved savings of over \$3.4 million. The Government Finance Officers Association again recognized Glastonbury with the *Certificate of Excellence in Financial Reporting and Distinguished Budget Presentation*.
- Economic development continued through sale of town-owned land located off Western Boulevard in the Gateway area. The sale of approximately 13 acres of town-owned land was negotiated over the past year for construction of a 135± unit elderly living/care facility to be constructed and operated by Hearth Management. The 13± acre site will be sold for \$3 million with construction expected to begin in 2013. Sale of town-owned land within the Gateway area has totaled almost \$7 million to date while adding significant value to the Grand List.
- Glastonbury is recognized on a state and national level for energy efficiency and alternate energy initiatives. Recent examples include installation of a fast-fill natural gas fueling station through a \$490,000 federal grant; incorporated 16 natural gas fueled vehicles to the Town fleet with grant funding to achieve fuel efficiency and environmental benefits; received Honorable Mention through the 2012 Sieman's Sustainable Community Award Program by ranking in the top 20% of this nationwide program recognizing local efforts to achieve energy efficiency, alternate energy and other sustainability initiatives.
- Town owned land located off Addison Road was conveyed to Purple Heart Homes for construction of a residence for a disabled military veteran. The project received national recognition through the *New York Times* and National League of Cities.
- Cost effective Town operations continues as a high priority. This ongoing initiative achieved over \$3 million in operating and Capital cost savings/cost avoidance over the past year and in excess of \$5 million over the past 2-3 years. Additionally, Glastonbury continues to successfully identify and secure grant resources to support Town projects, program and activities. Over the past 2-3 years,



combined grant awards to Glastonbury total in excess of \$24 million.

As we look forward to the coming year, Glastonbury will continue to achieve a variety of successes. Examples of projects nearing completion and new initiatives include the Glastonbury-East Hartford Magnet School scheduled to open for the 2012-2013 school year; Phase 2 of the Riverfront Park project to be presented at referendum; continued economic development within the town-owned Gateway area and support of economic vitality within the Town Center; continued efforts to achieve operating cost efficiencies throughout Town operations; new energy efficiency initiatives; and a host of other projects and activities.

Let me close by thanking all those who helped make the initiatives, successes and accomplishments highlighted throughout this report possible. Town staff continues to dedicate their time and talent to cost effectively achieving high quality programs, services and facilities. Their ongoing efforts are greatly appreciated. My thanks to the Town Council for their continued support of Town programs, services and projects. And to the many others who help make Glastonbury an outstanding community, my thanks and appreciation.

Sincerely,

Richard J. Johnson
Town Manager

A handwritten signature in dark ink, appearing to read "Richard J. Johnson". The signature is written in a cursive, flowing style and is positioned over the printed name and title of the Town Manager.

Probate Court



I am very proud of the Glastonbury-Hebron Probate court. The Probate Court operates to benefit our communities with a more personal, more responsive atmosphere than traditional state courts. Responding to an urgent family or children's issue or acting to secure and protect the rights and safety of our citizens is part of the Court's ongoing responsibilities. The Court will continue to provide the best possible service to our communities.

Decedent's estates constitute a great part of the Court's workload. Last year we processed 253 new decedent's applications. Conservatorships are also a significant part of the Court's business. Conservatorships are challenging and potentially controversial by their very nature. The Court acts with great caution to limit a person's rights and independence. If an appointment is made, my goal is always to meet a person's needs by the least intrusive, least restrictive method possible while providing safety and security to the individual. To impose conservatorship on an individual, a petitioner must demonstrate to the Court by clear and convincing evidence that the individual is no longer capable of managing his/her affairs, personal, financial or both.

Every conservatorship in the Court is initiated by an application. There are two types of conservatorship: voluntary and involuntary. Anyone can petition to be made the conservator of person, of estate, or of both person and estate. A recent, comprehensive report from an attending physician/psychiatrist must accompany the application. An attorney

is always appointed to protect the rights of the person proposed to be conserved.

The Petitioner (person making application), the Respondent (person to be conserved), attorney, family members and/or interested parties are notified of a hearing for conservatorship. If the conservatorship is involuntary, the respondent and spouse will be served notice by a State Marshal. A hearing is scheduled within 30 days of receipt of the Application, Physician's Evaluation and fees. The Petitioner, Respondent, and proposed conservator(s) and the appointed attorney are required to attend the hearing. Hearings are held in Glastonbury or Hebron depending on the convenience of the parties. If need be, the court hearing will occur at a hospital, nursing facility or residence. Based upon the evidence presented in the application and at the hearing, the Court issues a decree. If the conservatorship is to be created the decree outlines any limitations to the duties of the conservator. The Court continually oversees the conservatorship. A financial accounting is due the first year of appointment and then every three years thereafter. A conservator's report is due on an annual basis.

For questions regarding this topic, a pamphlet is available at the Court or through the State of Connecticut's website: jud.ct.gov, then select: Courts, Probate, Publications, and Guidelines

for Conservatorship. Other probate publications are also available at this site.

The overall workload of the Court continues to increase. The following new files were opened in the past twelve months:

Decedent's Estates:	
Full Estates	105
Affidavit in Lieu of Administration	59
Tax Purpose Only	52
4a-16	37
Conservatorships	25
Name Changes	19
Adoptions	15
Guardian of Person	11
Guardian of Estate	8
Guardian of the Intellectually Disabled	7
Termination of Parental Rights	6
MINC (Non-Committed Children)	4
Appointment of a Statutory Parent	1
Total New files	349

Passport processing is done at the Court every business day from 12 noon until 4:00 p.m. In order to accommodate families, the court does process passport applications until 6:30 p.m. on Tuesday evenings. This year, we processed 1,333 passport applications, an increase of 18% over the prior year. If the Court's hours of passport processing are not suitable to your schedule you can locate a Passport

Continued . . .

Probate Court, *continued*

Acceptance Facility by your zip code. You can find the closest locations of up to 250 facilities or you can choose locations within 10 and up to 250 miles of your chosen zip code.

The Glastonbury-Hebron Probate Court is now part of the Hartford Regional Children's Probate Court serving children and their families in 28 municipalities with 11 probate judges participating. The regional children's courts are designed to better serve families in crisis. In 2004, under the direction of Probate Court Administrator James Lawlor, a pilot program was put in place in New Haven. After the first year, a record of success started to emerge: children were safer, placements were more stable and children's well-being had improved. The success of the courts is largely due to addressing several key elements: developing a family plan; reaching at-risk children; early intervention; collaboration and long-term monitoring.

Judge Steven Zelman is the Administrative Judge of the Hartford Children's Court, but I continue to hear the matters that affect the residents of Glastonbury and Hebron. The matters that will be heard in Hartford are: Immediate Temporary Custody/Temporary Custody, Removal of Guardian, Co-Guardian, Reinstatement of Parent as Guardian, Termination of Parental Rights (non-agency), Emancipation of a Minor, Voluntary Services (MINC) and Paternity. My experience to date with the new Court has been very positive.

At the dedication of the Hartford Regional Children's Probate Court on September 12, Lt. Governor Nancy Wyman, a longtime supporter of the Probate Court System stated "The

Probate Court is the easiest, most comfortable court in which to deal with a problem. You're all sitting there, talking through the issues. Probate judges give the courts a local feel; the judges are right there with the people who really need them. Having this kind of court with children makes it special. When you are touching the lives of children and their families and helping them have a better life, you're making things better."

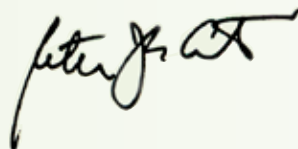
We are taking steps to improve the public's access to probate records. Public information in a probate file closed within the past 18 months can be viewed on a specific computer located in the Town Hall corridor near the Court. We are 1/3 of the way through creating a full electronic record of all 83 public volumes of Probate Records.

I had the pleasure of meeting Andy Tierney, the new Town Manager for Hebron. I wish him well in his new endeavors and look forward to a continued excellent working relationship with the Town staff. I hold hearings at the Hebron Town Hall as a convenience for residents.

In an effort to be fully up-to-date, my staff and I continue to pursue available educational opportunities regarding probate matters.

As I begin my ninth year of service as Probate Judge, I once again thank you for the privilege of serving. My staff and I make every effort to be of service to the residents of Glastonbury and Hebron.

Respectfully submitted,



Town Attorney

Shipman & Goodwin LLP served as Town Attorney to the Town during 2011-2012.

The attorneys at Shipman & Goodwin have continued to provide legal representation to the Town, its employees and officials through the year on all legal matters referred by the Town to the firm on a wide range of matters, including contract, land use, transactional and litigation matters. The firm has also handled the day to day requirements of providing legal opinions and advice to the Town. The firm has represented the Town in tax appeals and land use matters. We have been actively involved in providing counsel and advice to the Town regarding the interpretation and implementation of contracts related to construction for the East Hartford Glastonbury Elementary Magnet School project. The firm has also represented the Town in various real estate closings. Our attorneys continue to handle labor contract matters and provide counsel to the Town on various employment issues.

We wish to express our appreciation to the Town for continuing to choose Shipman & Goodwin LLP to serve as the Town Attorney.



At left, Glastonbury High School Robotics Club members celebrate another competition victory.

Below right, Naubuc Elementary students at the school's library media center.



Board of Education

During the 2011-2012 school year, Glastonbury Public Schools developed new strategic goals to guide the school system for the next five years. These goals include promoting high achievement for all students, ensuring the support, growth, and accountability of all staff members, and building a 21st century learning environment. Additional highlights for the past year include successful storm communications and staff response, an updating of the elementary report card, a plan to introduce full day kindergarten, and the selection of a Glastonbury teacher as a national Milken Award recipient.

Noteworthy Accomplishments in 2011-2012

Student Achievement

Six Glastonbury High School students from the Class of 2012 were National Merit Scholarship finalists and 20 letters of commendation were also sent to students. A total of 820 Advanced Placement Tests were taken by 527 high school students with 85% of the tests resulting in a score of 3 or better.

The Class of 2012's SAT Math, Critical Reading and Writing scores (with a 92% student participation rate) continue our district's trend of remaining significantly above both the state and national averages. Over 93% of members of the Class of 2012 plan to attend a two-year or four-year college.

Strategic Plan

Glastonbury Public Schools has maintained educational excellence over the years thanks to the successful combination of a contemporary educational vision, thoughtful planning, consistent follow through, and steadfast community support. Over the course of the year, a committee of parents, teachers, administrators, and all members of the Board of Education, along with business leaders, Town Council, Board of Finance, and community members worked to develop a new strategic plan to build on the decades of progress our school system has made. Like all successful entities, our school system continuously adapts and evolves. Our new, streamlined mission statement informs each of the three strategic goals of our 2012-2017 Strategic Plan:

Mission Statement: *The Glastonbury Public Schools, in partnership with the entire community, prepares and challenges every student to become a successful and productive member of our diverse and evolving global society.*

Goal 1: Promote High Achievement for All Students

Goal 2: Ensure Support, Growth and Accountability of All Staff

Goal 3: Build a 21st Century Learning Environment

Storm Communications and Staff Response

Hurricane Irene in August and then Storm Alfred in October left fallen trees and downed power lines throughout our town. Electrical power was significantly interrupted. Virtually our entire town lost electrical power during one or both storms, with many residents out of power for a week or more after each storm. Looking back, we are proud of how Glastonbury Public Schools was prepared and how we responded to the storms.

Our school system's new parent notification system was effective in delivering phone and email messages from our Superintendent announcing school closings and the availability of school and town resources. By using our full "emergency" list of contacts we expanded the potential for messages to reach functioning phone numbers and additional email accounts, as many phones and home computers were rendered useless after the storms. Our school messages served as a key source for important town communications for families with school-age children. These families then shared information with their neighbors who did not have school-age children.

Glastonbury High School also served as a community resource for many appreciative citizens by providing shelter, food, showers, and

Continued . . .



Glastonbury High School physics teacher Mr. Hutton receives the national 2011 Milken Educator Award.

Board of Education, *continued*

electric charging stations for those in need. Opening each school as it was ready provided many students with a place to go that had lighting, plumbing, a routine, and even a hot lunch. District and school staff members readily adjusted to fit the changing circumstances these storms presented and our community benefitted from their commitment and flexibility.

Elementary Report Cards

Elementary report cards were updated this past year in order to communicate a comprehensive picture of how each child is performing in school in reference to grade level expectations at that time. For consistency and clarity, the same rating categories are now used across all K-5 grades to evaluate student academic progress. Concepts and skills are rated using the categories of "meeting expectations," "approaching expectations," and "beginning to meet expectations." Teachers also assess students on personal and academic responsibilities as well as effort. The updated report card standards provide detailed information about student progress that helps parents and guardians to partner with teachers in helping children develop and succeed.

Full Day Kindergarten

After considerable research and review of the educational value, budgetary impact, and logistical considerations of adding a full-day kindergarten option, the Board of Education voted to include this option for the coming school year (2012-2013). The academic expectations for kindergarten students has increased significantly over the last decade and will continue to shift with an increase in target reading expectations and the national Common Core State Standards that Connecticut has adopted. Full day kindergarten will afford kindergarten teachers more time to balance the social and emotional needs of our young students with increased curricular demands. We look forward to the

benefits that providing a full day of school to our kindergarten students will provide.

Milken Award Winner

Glastonbury High School science teacher Doug Hutton was awarded the Milken Educator Award during a surprise school assembly in October. The award, which Teacher Magazine dubbed the "Oscars of Teaching," includes a \$25,000 unrestricted gift and recognizes outstanding teachers for what they have achieved and the promise of what they will accomplish in the future. Mr. Hutton is an innovative, dedicated, extremely talented, and popular physics teacher. Glastonbury Public Schools is fortunate that he has shared his talents with our students for over 16 years.



Smith Middle School students collaborate on a field trip with Mr. Sorrentino.

Parks & Recreation



Multi-use trail from Smith Middle School to Bell Street

The Parks and Recreation Department continues to provide a wide variety of recreation opportunities that 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,



Park maintenance

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. New fitness classes offered this year include interval training, 20/20 Funktion, Pilates Plus Strength and expanded morning yoga and pilates classes.

Several new initiatives focused on youth. They include the Teen Center vegetable garden which donated portions of the produce raised to Foodshare. Several high school youth sponsored a benefit concert, raising \$1,000, which was donated to One Child; an organization focused on eliminating childhood prostitution. The Teen Center also worked with Hartwell Soccer and the Health and Social Services Departments to open

a "locker room" for distributing used soccer equipment to residents that need it. Civic and service projects continue to be an emphasis in the Town's youth programming.

Several important improvements have been made to park facilities. With funding provided by local support groups, sports lighting was added to the high school stadium field. New batting cages were installed at the high school and Smith Middle School for baseball and softball, again with financial support from several booster organizations. The new one mile multi-use trail from Smith Middle School through Addison Bog and Woodlands to Bell Street opened to public use in the Spring. A \$600,000 state grant was used to offset project costs. The Love Garden on Main Street was renovated, with assistance from Glastonbury Partners-in-Planting and the Country Gardeners. The renovation included new fencing, installation of an electric service and irrigation, and the complete replanting of the beds. The Smith Middle School community embraced the re-landscaping of the courtyard. New plants and the use of a robotic mower are featured. The 140-acre Winter Hill Farm on Bailey Street saw several improvements that facilitated its lease to the Glastonbury Hunt Club for equestrian use.

Continued . . .



New multi-use trail ready for visitors

Parks and Recreation, continued

Storms Irene and Alfred had a significant impact on Town operations in September and October. The high winds and early, heavy snowfall caused leaf laden tree limbs to fail. The resultant power outages had a town-wide impact. Town staff, community leaders, and the various utility companies worked together to facilitate power restoration, tree clean up, and debris removal.

In March, the Park and Recreation Department's administrative offices moved to the Academy Building at 2143 Main Street. The relocated offices provide improved customer service and working conditions for staff. In addition, two multi-purpose rooms with resilient flooring were created. The rooms host a wide variety of fitness classes, meetings and classes for youth.

Looking ahead, several other projects are on the horizon for implementation in the next twelve months. 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 2013. When demolition work is completed at the former J.T. Slocomb property, a new parking area and public access to the open space is expected to be built. Permit applications for Phase 2 construction at the Riverfront Park have been secured from State, Federal, and local regulatory authorities. A total of \$4,042,000 in grant funds has been awarded by the State to help offset project costs. Local support groups have committed \$320,000 towards 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. A November 2012 referendum is anticipated.

Plans are being made to renovate the Park Maintenance Garage in an effort to increase operational efficiencies. The facility, which has not been updated since 1984, is the hub of park maintenance operations.

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.



Toro 580 at Ross Park



Ukulele Big Sing

HUMAN SERVICES

Senior and Community Services

The Senior and Social 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 are:

- Outreach Social 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

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 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 that offers stimulating mental and physical activities in a structured, supervised setting. Information on services and programs for seniors is available through a monthly newsletter, *The Sharing Tree*, which is available online and by mail.

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.

Continued . . .



Tablesides magic

HUMAN SERVICES

Senior and Community Services, *continued*

Some of the Department's accomplishments of the past fiscal year include the following:

- Provided 12,340 units of Outreach Social Work Services to more than 1400 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 20,243 rides to senior and disabled adults through the Dial-A-Ride program.
- In conjunction with other town departments, responded to the emergency needs of town residents during the two major storms.
- Provided food and toys over 160 families with children through the

Thanksgiving Basket and Holiday Toy Shop Programs.

- Offset the operational costs of the Riverfront Community Center with revenues generated by rental fees.

- As part of the town's clean energy initiative, replaced one Natural Gas van bringing the total of clean energy vehicles used in the department's transportation program up to four.



Intergenerational Cafe



HUMAN SERVICES

Youth and Family Services

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 four program areas: Clinical Services, Creative Experiences, Outreach Services and Substance Abuse

Prevention Services.

This year **Clinical Services** provided counseling services to 1,076 individuals and 438 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 *Footloose*, *Into the Woods*, and *Peter Pan* for its theatrical productions this year. Additional weekly programs included: *A.C.T.*; a new club started in conjunction with GHS to promote kindness and tolerance among students. *The Peace Jam Ambassadors*; who study the life and work of a Nobel Peace Laureate and the strategies that are used to address pressing global issues. The group's Global Call to Action project was Rights for Women and Children and they studied human trafficking all over the world. Cheryl Perera, founder of the ONECHILD foundation, was brought to Glastonbury to raise awareness of this issue and to mobilize youth in Glastonbury. *The Youth Services Action Group (YSAG)*; a service learning program involving students in grades 7-12 met weekly to plan and execute community service projects.

Youth Advisory Council (YAC) panel



Continued . . .

Youth and Family Services, *continued*

The Welles Village Expressive Arts Program celebrated its seventh year with high school mentors meeting weekly with forty six Welles Village students grades K-6 to complete homework, cook meals, execute art projects and exercise outdoors. *Pass It On*; a student run community television program hosted people with educational, informative and entertaining programs available to our community. *Odyssey of the Mind*; an international creative problem solving team experienced long term and spontaneous problem solving techniques and competed at the state and world levels. *Intergenerational Programs* were offered to help develop a sense of community in our town. Some of those programs included The Intergenerational Cafe, Volunteer Recognition, The Haunted House and work for the Glastonbury Food and Fuel Banks.

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. 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 2011 marked the 21st 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. 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 and field trips.

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



Intergenerational Cafe

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. Glastonbury Youth and Family Services, the Glastonbury Health Department, the Glastonbury Police Department and the DEA held a Prescription Drug Take Back at the Riverfront Community Center.



Dancer at the Intergenerational Cafe

Footloose production scene

Glastonbury's Public Libraries



Welles-Turner Memorial Library

The Welles-Turner Memorial Library continues to offer a wide variety of programs and services to inform, educate and culturally enrich the community. The collection contains approximately 150,000 print and non-print items. The Library also subscribes to several downloadable services including Freegal (music), Freading (e-Books), OneClickdigital (audio books) and OverDrive (audio books, e-books, video.)

Professional librarians are available during regular business hours to help the public with their information and readers advisory needs. This year the staff hosted four workshops to demonstrate the Library's e-book services. These programs were well received by the participants.

The Library offers a comprehensive children's program that includes story times, summer reading programs and other special events for children. This year's Summer Reading Program, **One World, Many Stories** attracted 976 children of all ages.

On February 4, 2012, the Children's Department participated in the first annual "Take Your Child to the Library Day." The goal of this event, co-sponsored by the Connecticut Library Association, Connecticut Library

Consortium and the Connecticut State Library, was to showcase children's services. Programs included a magician, a movie. Make your own book mark and Walk like an Egyptian Scavenger Hunter were held all day. One hundred and fifty-three people participated in the day's events and 860 children's items circulated.

In the aftermath of Tropical Storm Irene and Winter Storm Alfred, the Library found a new service- providing charging stations for all those electronic gadgets that we have come to depend on. On August 31, 2011 the Library had record attendance, 7,000! There was wall-to-wall people and almost every available outlet had a device plugged into it.

The Library Director serves as the liaison to the Library Board, Friends of the Library and the Second Century

Fund. The Friends of the Library is a membership organization of people interested in promoting library service in town. They are well-known for their popular semi-annual book sales that typically raise about \$50,000 per year. This money is used to enhance library programs and services including the popular summer reading programs and museum pass program.

Second Century Fund, Inc. is a not-for-profit organization that provides both permanent financial support for the Library as well as funding to help meet future capital needs. This year, they sponsored a visit popular author, Amy Bloom in June, 2012.

Accomplishments, 2012

- Introduced Freading, an eBook service that contains more than 15,000 titles available for simultaneous download- no waiting on a list. An average 50-60 downloads each month.
- Launched LawDepot.com, an online, do-it-yourself database that lets the patron create legal documents and print them instantly.
- Sponsored the ever-popular Pre-School Art Show in April, 2012.
- **Book a Trip**, the adult and Teen's Summer Reading Programs attracted 107 and 222 participants respectively.

Welles-Turner Memorial Library

Telephone: 860-652-7719

2407 Main Street, Glastonbury

Web Page: www.wtmlib.info

Hours:

Sunday, 1–5 p.m. (closed during the summer); Monday, Tuesday & Thursday, 9 a.m.–9 p.m.; Wednesday, 12 noon–9 p.m.; Friday, 9 a.m.–6 p.m.; Saturday, 9 a.m.–5 p.m.

South Glastonbury Public Library

The South Glastonbury Public Library, incorporated in 1926 as an all-volunteer library, is located in a former Methodist church building at 80 High Street. Built in 1828, it is the oldest church building in Glastonbury and is listed on the National Register of Historic Places. From 1828 to 1920 it served, intermittently, as a Methodist church for the local South Glastonbury mill families. From 1910 to 1923 the building was used only for summer church services. In 1926, a neighbor, Miss Amy Pratt, proposed that the building be used as a library and obtained permission from Mrs. Helen Walsh Thompson, who had recently purchased both the church building and the adjoining Bates Tavern, to open a library in the former church. The first meeting was held Dec. 19, 1926 and the library has been growing ever since.

The library serves primarily as a lending/reading library with a large collection of fiction and non-fiction books for both children and adults. We have a wide selection of large print books and an excellent collection of books for pre-school children through teens. We take pride in having many new releases as soon as they are available and other popular books without long waiting lists. We also subscribe to an extensive collection of periodicals for patrons to check out and enjoy for up to 4 weeks at a time.

The library is staffed completely by volunteers and is overseen by a volunteer Board of Directors. The majority of our financial support comes from our annual fund drive in addition to an annual grant from the Town of Glastonbury used to purchase books.

South Glastonbury Public Library

Telephone: 860-633-4793
80 High Street, South Glastonbury

Hours:

Sunday, 2-4 p.m.; Monday, Wednesday, & Thursday, 1:30-3:30 p.m. and 7:00-8:30 p.m.



East Glastonbury Public Library

Located at 1389 Neipsic Road, the East Glastonbury Library 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. 'Little Red', as it is affectionately known, was incorporated in 1960 as a Connecticut non-profit corporation. It was founded by parents of children attending the newly opened Eastbury Elementary School since there was no library at the school. 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 entire 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, over 700 new books were added to the collection.

The front room is home to a

collection of adult and teen 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. Anyone with a valid CT library card can check out books. The back room houses an extensive collection of children's books including the popular Nutmeg award winners. Many classes from Eastbury School use the library on a weekly basis. The library sponsors weekly book study groups 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 items including historic Glastonbury memorabilia and personal doll, china and other interesting collections.

East Glastonbury Public Library

Telephone: 860-633-5637
1389 Neipsic Road, East Glastonbury

Hours:

Monday, 1-4 p.m. and 7-9 p.m.;
Tuesday, 9 a.m. - 4 p.m.; Thursday,
9 a.m. - 4 p.m. and 7-9 p.m.

Facilities Maintenance & Services

The Facilities Maintenance and Services Department is responsible for operations, maintenance, management, and construction of over 275,000 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 and executes energy management initiatives.

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.



Work to improve generator operations at Town Hall



Solar panel installation on highway garage roof

Highlights from the previous year include:

- Recipient of US EPA *Energy Star* award for fifth successive year for energy efficiency of Town Hall.
- Maintained Town Operations through recent storm events.
- Initiated and developed Solar Electric projects on two Town and one Board of Ed facilities.
- Installed energy efficient LED lighting for the parking lot at Welles Turner Library.
- Provided design and installation services for a complete upgrade of the Animal Control office.
- Managed the:
 - ~ Replacement of antiquated boilers and heating system with energy efficient system at Hopewell School.
 - ~ Replaced windows at Police Firing Range with energy efficient units
 - ~ Completed renovations in Academy Building and relocated Recreation offices.
 - ~ Upgraded sound system at Community Center to improve audio reception for building users.

PULL OUT AND SAVE FOR 2013

Our Town Officials

Town Manager
Richard J. Johnson

Chief of Police
David Caron

**Community Development
Director**
Kenith E. Leslie

**Director of Finance and
Administrative Services**
Diane M. Waldron

Director of Human Resources
Patricia C. Washington

**Town Engineer,
Manager of Physical Services**
Daniel A. Pennington

Director of Building Services
vacant

Assessor
Nicole Lintereur

Assistant Town Engineer
Stephen A. Braun

Building Official
Peter Carey

Civil Preparedness
Robert F. DiBella

Collector of Revenue
Norman Z. Rosow

Controller
Nina R. Cousins

Director of Health
David W. Boone

**Director of Parks and
Recreation**
Raymond E. Purtell

Fire Chief
Michael Thurz

Fire Marshal
Christopher N. Siwy

**Physical Services
Operations Manager**
Charles Mahan

Housing Authority Director
Neil Griffin

Director of Human Services
Patricia R. Schneider

Library Director
Barbara J. Bailey

**Information Technology
Manager**
Robert L. Ashton

Purchasing Agent
Mary F. Visone

Superintendent of Buildings
David Sacchitella

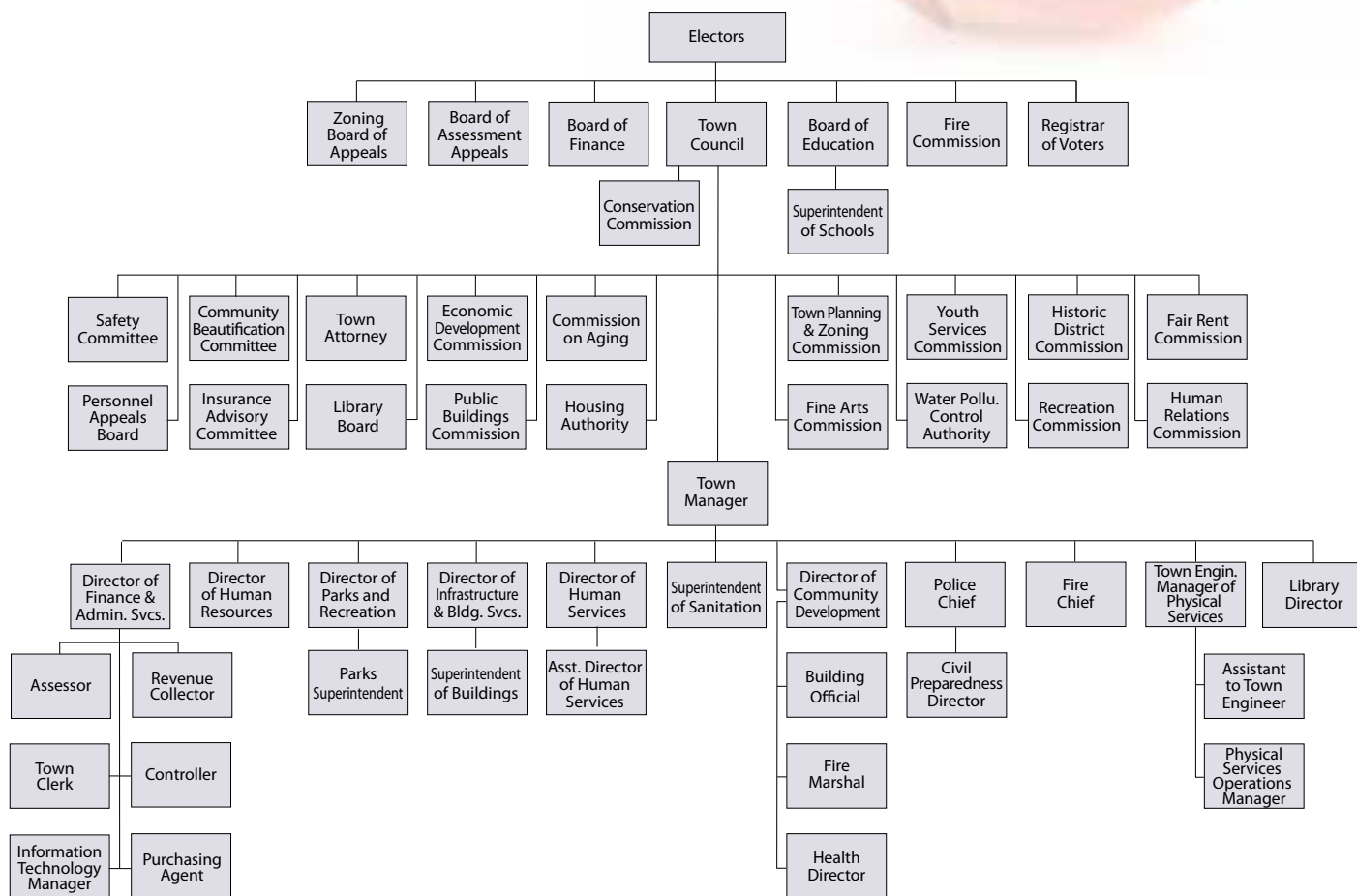
Superintendent of Sanitation
Michael J. Bisi

Town Attorney
Bruce Chudwick

Town Clerk
Joyce P. Mascena

**Clinical/Outreach Services
Supervisor**
Durlene Mikkelson

Organizational Chart



PULL OUT AND SAVE FOR 2013

Official Dates

Financial Administration

January 23	Annual Town Meeting
March 26	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.
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Police Department

October 1	Deadline for Annual Burglar Alarm Registration
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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 13	Extended operating hours for Transfer Station during Daylight Savings time begin, Wednesdays 7:00 a.m. - 7:00 p.m.
September 25	Modified Daylight Savings hours begin, Wednesdays 7:00 a.m. - 6:00 p.m.
October 30	Last Wednesday of Transfer Station modified operating hours

Household Hazardous Waste Collection schedule for 2013 will be available on the Town Website, local newspaper and individual mailers.

Revenue Collection

For your convenience a Drive-Up – Drop-Off payment box is located in the circle by the flag poles at the Town Hall. Payments may also be made on-line via credit card at www.glastonbury-ct.gov.

January 1	Second Installment of 2010 grand list taxes become due. The taxes include real estate, personal property and Supplemental motor vehicle.
July 1	First Installment of 2011 grand list taxes become due. The taxes include real estate, personal property and motor vehicle.
November 1	Sewer Use payments 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)

Town Clerk

April 20	Rivers & streams fishing season opens the 3rd Saturday in April at 6:00 a.m.
June 1	Dog Licenses become available for the next fiscal year
August 20	Absentee Ballots for September Primaries become available, if challenges are filed
September 10	Primaries for the November 5 Election, if challenges are filed
October 4	Absentee Ballots for November Election become available
TBD	Hunting season opens
November 5	Election Day

PULL OUT AND SAVE FOR 2013

Community Events

Youth & Family Services Summer Show "Anything Goes" Thursday - Sunday, August 8, 9, 10;
7:00 p.m. curtain at the Glastonbury High School Auditorium

Apple Harvest Festival Friday, October 18, 6:00-10:00 p.m.; Saturday, October 19, 10 a.m.-10 p.m. & Sunday, October 20, 10 a.m.-5:00 p.m.;
at Riverfront Park on Welles Street; sponsored by the Glastonbury Chamber of Commerce

Welles-Turner Memorial Library Events for 2013

National Library Week - April 14-20

Children's Book Week - May 4-14

Book Sale - Saturday, May 18, 9 a.m.-5 p.m., and Saturday, September 7, 9 a.m.-5 p.m.

Library Card Sign-Up Month - September

Banned Book Week - September 28-October 4

Teen Read Week - October 13-19

Parks & Recreation

Fun Runs Tuesday evenings 6:30 p.m. at Glastonbury High School -
June 25, July 2, July 9, July 16, July 23, July 30, August 6

Town Tag Sale Saturday, June 8 at Academy Field; Rain Date: June 9

Kid's Pooch Pageant Monday, July 15, 6:00 p.m. Hubbard Green; pre-registration required

Senior Picnic Wednesday, August 7 - Festivities begin at 9:30 a.m. at the Riverfront Community Center

Summer Music Festival Wednesdays 7:00 p.m. - July 10, July 17, July 24, and July 31 at Riverfront Park

Town Band Concert Sundays 7:00 p.m. - June 30, July 14, July 21, July 28 at Hubbard Green

Santa's Run (3.5 miles) Sunday, December 8, 12:00 noon at Glastonbury High School (Snowdate: Sunday, December 15)

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	1st Monday	Riverfront Community Center, 300 Welles Street
Community Beautification	2nd Wednesday	Town Hall Meeting Room, 2nd Floor
Conservation Commission/ Inland Wetlands	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
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	Meeting Room A, Town Hall, 2nd 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, 2143 Main Street
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

Please contact the Town Clerk's Office at 860-652-7616 to confirm dates, times and locations as some schedules change due to holidays.

PULL OUT AND SAVE FOR 2013

Town of Glastonbury — Numbers to Know

General Information	Information Center	860-652-7710
Accounts Payable	Accounting	860-652-7595
Administration	Town Manager	860-652-7500
Assessment	Assessor	860-652-7600
Assessment	Info Line	860-652-7606
Birth Certificates	Town Clerk	860-652-7616
Building Permits	Building Office	860-652-7521
Bulky Waste Disposal	Sanitation	860-652-7772
Children's Department	Welles-Turner Library	860-652-7718
Civil Preparedness	Civil Preparedness	860-652-7576
Community Center	Community Center	860-652-7638
(Riverfront)		
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	Social Services	860-652-7638
Assistance		
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	Housing Authority Comm.	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	Building Office	860-652-7521
Permits		
Police (General Info)	Police Department	860-633-8301
Probate Court	Probate Clerk/Judge	860-652-7629
Purchasing	Purchasing Department	860-652-7588
Recreation	Recreation Department	860-652-7679
Recreation Schedules/ Cancellations	Info Line	860-652-7689
Refuse Disposal/ Recycling	Info Line	860-652-7790
	Office	860-652-7772
Registration of Voters	Registrar of Voters	860-652-7627
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

Sewer Use Bills	Sanitation	860-652-7772
Snow Removal/Streets	Highway Superintendent	860-652-7749
Social Services	Social Services	860-652-7638
Taxes	Collector of Revenue	860-652-7614
Taxes	Info Line	860-652-7606
Tax Relief Program	Social Services	860-652-7638
Trees	Parks and Recreation	860-652-7679
Voting	Registrar of Voters	860-652-7627
Youth & Family Services	Youth & Family Services	860-652-7660

Board of Education

General Information		860-652-7961
Superintendent	Alan Bookman	860-652-7961
	of Schools	
Assistant Superintendent	Matthew Dunbar	860-652-7965
Assistant Superintendent	Rosemary Tralli	860-652-7963
Business Manager	Sharon Smith	860-652-7940
Administrator for Pupil	Linda Roberts	860-652-7971
Services		
Transportation Coord.	Angelo Balesano	860-652-7295

Curriculum

Director

Phone

Art	Dan Roach	860-652-7954
Athletics	Trish Witkin	860-652-7200 x2116
Career & Technical	Jill Carey	860-652-7200 x2002
Education		
Foreign Language	Rita Oleksak	860-652-7954
and ELL		
Health & Physical	Ann Marie	860-652-7958
Education	Colebrook	
History & Social	Ilene Lowenstein	860-652-7967
Sciences		
Language Arts &	Joanne St. Peter	860-652-7967
Reading		
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 x1800
Science	Fred Myers	860-652-7200 x2002
Technology and	Brian Czapl	860-652-4910 x364
Information Services		

School

Principal

Phone

Glastonbury High	Nancy Bean	860-652-7200 x1025
Smith Middle	Donna Schilke	860-652-7040
Gideon Welles	James Gregorski	860-652-7800
Buttonball Lane	Kent Hurlburt	860-652-7276
Eastbury	Janet Balthazar	860-652-7858
Hebron Avenue	Linda Provost	860-652-7875
Hopewell	Kathleen Murphy	860-652-7897
Naubuc	Mike Litke	860-652-7918
Naugaug	Holly Hageman	860-652-4949
East Hartford/	Glen Peterson	860-622-5400
Glastonbury Elementary Magnet		
Two Rivers Middle	Jean Privitera	860-290-5320
Magnet		
Great Path Academy	Tory Niles-Outler	860-512-3700
Magnet		

Town Web Site	www.glastonbury-ct.gov
FIRE, POLICE & EMERGENCY	DIAL 911
Routine Calls to Dispatch Center	860-633-8301

Community Development

The Community Development Department provides a wide spectrum of services through four divisions: Planning/Environmental, Building Inspection/Zoning Enforcement, Fire Marshal and Health. Specific services include land use planning and permitting, economic development, building inspection, code enforcement, food service inspections, fire safety inspections/prevention and public health and wellness. Support services are provided to the Town Plan and Zoning Commission, Conservation Commission/Inland Wetlands and Watercourses Agency, Zoning Board of Appeals, Historic District Commission, Economic Development Commission and the Great Pond Preserve Stewardship Committee.

Reviewing development activity, Glastonbury increasingly exhibits the characteristics of a maturing suburb with an expanded emphasis on renovation, renewal and property reinvestment. New home construction is primarily occurring on lots of record or within small subdivisions.

A significant new senior residential/care facility was approved on Western Boulevard and the adjoining Gateway Medical Campus continues to prosper and expand with a seventh building now under construction. The Town's Central Business District continues to be a vibrant center with a variety of retail, business services and office venues.

Health

The Health Division protects the community's health by identifying health problems monitoring health status, investigating health issues and enforcing health laws and regulations.

Special Needs Registry: In an effort to improve responsiveness to citizens with special needs during an emergency, the Department has begun the



Fun at the Farmers' Market

creation of a "Special Needs" registry. Enrollment in the registry is voluntary and provides information necessary for the Department to properly plan for at-risk populations. It also enables the Department to provide helpful information to populations who may require special help or support prior to an emergency. Individuals will find a registration form for this program on the Town Health Department "Public Health Emergency Information" web page.

GlastonburyGrown.com: On July 21, 2012 at Hubbard Green we celebrated the history of farming in Glastonbury by having a onetime farm market for the local farmers to showcase their produce. It was a beautiful day with over 14 vendors and a lot of the community out meeting the local farmers. We had old cars and farm tractors for the kids to sit on and plenty of locally grown produce to try and take home. The Glastonbury Audubon and the Glastonbury Historical Society joined us as well for a fun filled educational day. The event was so successful we hope to make it a yearly event.

Glastonbury Wellness Expo: In partnership with the Glastonbury Chamber of Commerce the Health Department hosted over 50 vendors at the Riverfront Community Center on May 5, 2012. Attendees were able to participate in various free screenings (cholesterol, blood pressure, eye, oral cancer, strength, posture, and bone density), along with obtaining information about various health and wellness programs in our area. In addition to the vendors there were demonstrations by dance studios and exercise groups. The next Wellness Expo is planned for March 23, 2013.

Conservation Commission

The Conservation Commission acts both as a regulatory and advisory body. Their responsibilities include administration of the Town's inland wetlands and watercourses regulations and providing recommendations on each land use proposal with regard to natural resources and other environmental concerns. Wetland and watercourse resources are protected by: strictly limiting proposed encroachment activities into such areas; regulating

Continued . . .

Community Development, *continued*

activities just beyond the wetland's limits within their associated upland review area; and requiring various designed mitigation measures within development plans and imposing conditions of approval. Fifty-nine wetlands permits were issued during the past fiscal year.

The applicants of development projects are encouraged to incorporate sustainable land use practices, including low impact development strategies, and various mitigation measures that are specific to the project, its site and surrounding landscape. Frequently promoted or required mitigation measures are related to water quality, wildlife habitat, the control of non-native, invasive plants, encumbering environmentally sensitive land areas with conservation easements, and the dedication of public open space. The

Commission successfully worked with applicants to create, expand and improve upon conservation easements and open spaces over the past year. The biggest, high-visibility projects reviewed by the Conservation Commission last year were the Town's Riverfront Park Phase 2 and The Hearth at Glastonbury, a large

assisted-living and Alzheimer's care facility.

Commission members, and its staff alike, wish to acknowledge and thank Commission member Rob Huestis who retired from the Conservation Commission during 2012 after five years of insightful and dedicated service.



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 and design review of streets, traffic control systems, storm and sanitary sewers, sidewalks, and other public improvements. Staff makes technical recommendations to appropriate Boards and Commissions of the Town and 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.

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).

Recent accomplishments include:

- Completed design and obtained Connecticut Department of Transportation approval to bid construction of work to rehabilitate Main Street between Naubuc Avenue and the East Hartford town line. The construction phase of the project is 80% Federally-funded and will require coordination with State-level officials.
- Advertised, awarded, and administered the reconstruction of Griswold Street between Main Street and Candlewood Road. Reconstruction took place while effectively managing vehicular traffic on a roadway that averages 13,000 vehicles daily.

Continued . . .

Physical Services, *continued*

- Administered completion of design for traffic signal replacement and coordination on Main Street between Welles Street and Putnam Boulevard. Work is to be creatively managed so as to not interfere with the planned pavement rehabilitation within the same corridor.

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:

- Combined Division staff efforts with that of contractual entities to remedy structural deficiencies along the northwest wingwall of the Naubuc Avenue Bridge. Previous efforts were completed in the northeast and southwest quadrants. Improvements also included safety and drainage-related modifications.
- Continued the Town's aggressive Annual Pavement Maintenance Program. Objectives included resurfacing and/or reconstruction of arterial roadways and implementation of cost-effective alternative surface treatments for residential and collector streets.

- Completed construction of a commercial-grade septic system at the Town-owned Winter Hill Farm parcel. Said construction allows the Town to realize revenues through leasing of the property.

Other typical Highway Division functions such as street sweeping, catch basin cleaning, and roadside mowing were performed with positive results.

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 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:

- Effectively maintained a Town fleet consisting of 273 pieces of rolling stock that traveled a total of 1,031,550 miles in Fiscal Year 2012.
- Continued successful integration of compressed natural gas (CNG) fueled vehicles into the Town fleet. Recent integration brings the number of CNG-fueled vehicles to 17. Current fuel cost is priced at \$1.36 per gasoline gallon equivalent.
- Coordinated and administered a complete rehabilitation of the Town's catch basin cleaning truck at one-third the cost of a new purchase. Modifications also reduced fuel consumption by approximately 50%.

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 \$20,343.00 in conjunction with their responsibility to recover the cost of sanitary sewer construction. Of this amount, \$12,415.00 was a result of new construction, with the balance due to expansion or connection of existing facilities. During the past fiscal year, 39 new connections were made to the sewer system.

Evaluation of the Nutmeg Lane Pump Station by the WPCA continued throughout the year and the Final Design was completed. Rehabilitation of the station is expected in the coming budget year.



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 2013, it will be re-accredited for the eighth time.

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. Patrol officers maintain a visible police presence with a 24 hours/7 day a week response capability to incidents occurring in Town. The primary mission of the Patrol Division is to identify, prevent and/or eliminate crime and public safety problems. The Patrol officers are the primary contact between the Department and the public. They provide 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 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 11/12, the Department handled 19,223 calls for service. The major elements of that caseload are broken down as follows:

Traffic	7,005
Services	8,985
Criminal	3,618

Among these cases, in a normal year, the Department's personnel will respond to about 1636 calls for medical assistance, 780 motor vehicle accidents and 809 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, those 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.

The Department places a high priority 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 of alcoholic beverages by a minor or to hosting parties where alcohol is served to minors.

Utilizing both accident pattern analysis and complaints voiced by citizens, the Department's Traffic Unit places significant 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

PUBLIC SAFETY

Police Department, *continued*

operations directed at drunk and aggressive driving the Department participates in an eight Town regional traffic enforcement team.

As a force multiplier, the Police Department actively participates in regional teams which provide highly trained officers, specialized equipment and services which would be otherwise economically prohibitive for a Town this size. These teams provide narcotic enforcement, underwater recovery, hostage negotiation and tactical team response in a highly cost effective manner. The high level of on-going cooperation between police departments in the region serves all the participating communities well whenever mutual aid assistance is required to deal with complex or larger scale incidents and emergencies.

Recognizing that computers and digital evidence are assuming an ever increasing role in crime and criminal investigation, the Police Department has two officers certified as forensic computer analysts. A forensic computer

lab is maintained within the Police Department providing the equipment, advanced forensic software, and a secure area for the analysts to receive, store and examine seized computers and digital equipment.

As part of a region wide initiative the Department installed and implemented electronic ticketing for motor vehicle violations. Information on the driver and the alleged violation are entered directly through the computer in the patrol vehicle. That data is then immediately transmitted into the judicial system and Department records and a copy of the ticket is printed out in the cruiser for the motorist. By automatically populating some of the required fields in the ticket and by electronically updating Department records, the new ticketing system

reduces the time and processing costs associated with traffic enforcement actions.

The Department utilizes the Everbridge Public Emergency Notification System. This new capability provided through Connecticut's Department of Emergency Services and Public Protection now permits the Town to quickly and effectively notify and mobilize Town staff or the region's police emergency teams when needed. The system provides the capability to send messages and alerts concerning public safety matters to Town residents. Those messages can be sent Town wide or selectively directed to a neighborhood area specifically affected by a localized problem. This capability proved to be highly effective during Storm Sandy.

In 2012, the Department restructured the Community Service Officer (CSO) program. You will now see these non-sworn uniformed personnel patrolling the Town Parks and commercial areas providing a visible presence and enforcing violations of Town ordinances.



In random polling, traffic safety and enforcement is of primary concern to residents.



Glastonbury's new look for police cruisers.

Fire Department

The Glastonbury Fire Department consists of 126 paid-on-call firefighters and support personnel, dedicated to responding to a variety of incidents ranging from serious fire or rescue to a simple request for assistance. The department maintains a fleet of twenty fire apparatus, geographically located among its four fire stations.

While the department's call volume declined from the previous year due to the mild winter, resources and manpower were called upon to assist the lower shoreline communities during Hurricane Sandy. The Department anticipates responding to close to a 1,000 incidents. In addition to providing service, personnel will have completed 7,800 hours of training, ranging from Firefighter I and II programs, Fire Service Instructor certification and Fire Officer related curriculum.

The Department was also active in a number of community events as well as hosting open houses during Fire Prevention Week. The Department prides itself in the promotion of fire safety throughout the community. Whether it's putting on public demonstrations, working with local retailers to promote fire safety or providing a station tour to a group of youngsters, the Department is always there for the residents of Glastonbury.

National Fire Prevention Week is held the first full week of October. Department members go into classrooms



Department members working at a structure fire in a multi-tenant dwelling in which there was a fire in a wall on a cold snowy January evening.

to teach elementary students about fire prevention; stop, drop and roll; and the use of the 911 system. For the older students the Department sponsors a Fire Cadet program, where teenagers between 14 and 18 are introduced to the fire service.

At the Department's Annual Awards Ceremony, Lt. Paul Cody was recognized as Officer of the Year, while Firefighter Dale Ethier was named the department's Rookie of the Year. Firefighter Michael Kravontka was recognized as The Glastonbury Exchange Club Firefighter of the Year.

The Department continues to focus on improving fire safety and prevention. During the last year, through the Connecticut Commission on Fire Prevention, the Department was provided with smoke detectors, which are available to any town resident that needs one. The department cannot stress enough the importance of each home having both a working smoke and carbon monoxide detector.

the Department welcomed 12 new recruit firefighters, and implemented improvements to making sure its personal protective equipment is well maintained. The Department continues to be focused on looking for ways to improve fire safety in our community. On-going training continues to be a vital element to promoting safety and to reinforce awareness that firefighting does have its risks. It was essential for the twelve new recruits that prior to stepping on to the fire ground that they 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, new recruit 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. Training over the last year also included members being certified to the Fire Officer and Fire Service Instructor levels, as well as operators of the various specialized pieces of apparatus the department maintains.

In response to the threats of natural



Firefighters Sean Matthews, Michael Karanda and Dan Hannon at the 2012 awards dinner.

Over the last year

Continued . . .

PUBLIC SAFETY

Fire Department, *continued*

disasters and possible attacks against the United States, Glastonbury serves as one of the leaders for the Statewide Fire/Rescue Disaster Plan. Task Force 57 consists of three Engine companies, two Ladder companies and one Rescue company that is made up of six surrounding communities that are readily available to deploy to any major



Deputy Chief Chris Siwy teaching a future firefighter how to use a fire extinguisher at one of the department's open house events during Fire Prevention Week.

incident in 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.

PUBLIC SAFETY

Civil Preparedness/ Emergency Management

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 (860/652-7578), 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, weather alerts and emergency situations.

The Office also maintains a state-of-the-art mobile telecommunications van 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 has satellite phone capability 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 recognized as the founder of this Interoperable System by State Public Safety officials.

The Glastonbury Emergency Management staff has trained in "radiological monitoring" through the Connecticut Office of Emergency Management. It has radiological

monitoring devices to meet peacetime homeland security concerns.

The department is committed to continuing its involvement with the Boy Scouts and Girl Scouts in Glastonbury in Emergency Management to assist the development of youth—our future leaders. The Glastonbury Scouts provided assistance during the Summer Music Festival and the Santa's Run race, as well as other projects.

Certain federally required elements of training must be completed by Town of Glastonbury organizations that may play 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 a Federally Recognized "Storm

Continued . . .

Civil Preparedness Emergency Management, *continued*

Ready Town" with the National Weather Service. Glastonbury is the second town in Connecticut and only the tenth in New England to have achieved this distinction.

In July, the Town Emergency Management team and many other departments participated in a 'statewide two day drill to rehearse the local planning necessary to mitigate the challenging mock scenario that the State of Connecticut Division of Emergency Management and Homeland Security requested of Glastonbury and all other towns to participate in, for updated best practices drilling.

This past year also saw the Emergency Management staff assist in the coordination of the response to a late summer microburst that cut a path through wooded area of the southern part of town, as well as Tropical Storm Sandy that caused power lines to come down, severing power to much of town.

Emergency Management teamed up with police, fire, physical services and the parks departments, as well as other departments to mitigate these events, on behalf of the people of Glastonbury.



The Town of Glastonbury continues to provide its residents with upgraded communication options during emergency situations.

Our Office of Civil Preparedness also:

- Maintained viable Civil Preparedness, Emergency Management & Homeland Security Program for the people of the Town of Glastonbury.
- Maintained U.S. Weather Alert Radios in all Glastonbury Schools as well as at the Board of Education and the Bus Yard.
- Provided standard and emergency communications for the Apple Harvest Festival and Santa's Run
- Continued use of WebEOC Crisis Information Management Software (CIMS) to manage crisis information. 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 the members are trained in its use. Web EOC was used to track the daily status and to report on the severe weather events.

PUBLIC SAFETY

Volunteer Ambulance Association

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. More than 3,100 calls have been logged for the year 2011. Currently three "Super Duty" ambulances operate from our facility at 2112 Main Street (located behind the Police Department). Recently the Association purchased a new 2010 Ford/PL Custom E-450 to replace one of the older trucks. 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 EMTs 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 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, such as the Summer Concert Series, Apple Festival and 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. And for the past few years have participated in a "Safety Day" with both an area business and 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.



Administrative Services

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; 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; responsible for the debt management program and coordinates the bond issue process; responsible for 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 & Poor's and AAA 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 FY12/13.
- Continued to unbundle the Town's pension plan administration with the hiring of a new actuary during the fiscal year and implement modifications to overall administration of the pension plan.

- Continue to implemented significant software enhancements throughout the organization to improve efficiencies:
- Successfully completed first year of self insurance for the Town's health insurance programs.
- Commenced installation of expansion to the town-wide fiber optic network.
- Completed pilot program for Procurement Cards.
- Administered bids and contracts for the Glastonbury/East Hartford Elementary Magnet School.

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 insure that proper controls and procedures are being followed.

- Received the Certificate of Excellence in Financial Reporting for the period ended June 30, 2011, awarded by the Government Finance Officers Association following an extensive review process.
- Set up accounting code structure for procurement card system and closely monitored expenditure recording and reconciliation in the system.
- Established procedures to import pay data electronically, reducing duplicative data entry for various departments.

Administrative Services, *continued*

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 2011 net taxable grand list totaled \$4,207,613,915 representing a 1% 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 fiscal year 2011/2012 totaled \$125,804,416
- Sewer charges and fees collected totaled \$ 2,621,759
- Accomplished a tax collection rate of 99.47% on current levy.

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 2011/2012, the office collected approximately \$2,061,020 in revenue for the State and \$883,620 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:

- Continued the reorganization of vaulted permanent record storage concentrating on complete security microfilm backup for board and commission filings.
- Submitted grant application in April 2012 for a preservation grant approved by State of CT Public Records Administrator.
- Enhanced existing dog licensing software for the June 2012 season to include the ability to email reminders with current rabies expiration information for each dog owned.
- By June 2012 completed the seventh phase of the State Preservation Grant for land records re-indexing preservation project.
- Continue oversight of Ethics Commission training protocol to ensure completion of required training for all board and commission members and submit periodic training status updates to Ethics Commission.

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 affordable 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:

- Awarded a \$3,000,000 State Housing Rehabilitation and Preservation Program (SHRP) Grant to help fund Village Green (Knox Lane) renovations. The Glastonbury Housing Authority submitted an application for the competitively awarded SHRP Grant. Glastonbury Housing Authority was one of 45 applicants that submitted applications, which requested over \$57 million in funding. SHRP had a total of \$10 million available. The Glastonbury Housing Authority was awarded \$3 million to help fund the Village Green renovations.

- Storm Alfred impacted the Housing Authority's properties like so many other properties in Town.
- By cooperating with the Town of Glastonbury's efforts to procure a cleanup contractor; the Glastonbury Housing Authority costs were cut almost in third. Total tree and limb clean up only cost the Housing Authority \$29,406. Had the Housing Authority used the state bid the costs would have been \$75,419.
- Applied for FEMA funding to reduce Storm Alfred costs. Total Storm Alfred costs totaled \$52,923 of which FEMA reimburse the Housing Authority \$46,102.
- Continued efforts to renovate kitchen and bathrooms in Welles Village apartments as they turnover.

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



The Herbert T. Clark assisted living building at 43 Canione Road.

Sanitation / Water Pollution Control Division

The Water Pollution Control Division provides the continuous collection and treatment of sanitary sewage generated from 102 miles of sanitary sewers and eight remote pumping stations. Wastewater is treated at the Water Pollution Control Facility located on Main Street behind Town Hall. Treated wastewater is ultimately discharged to the Connecticut River. 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 2011/2012:

- 837.15 million gallons of wastewater were processed averaging 2.29 million gallons per day.
- 2,977,500 gallons or 1,364,970 pounds of sludge were processed and disposed of, averaging 3,740 pounds per day.
- 1,167,004 kilowatt hours of electricity was consumed at the Treatment Plant for the 24 hour per day operation, this is an average of 3,197 kilowatt hours per day.
- Nutmeg Pump Station - Final design of this station has been completed. A consultant has been selected to provide Engineering services to replace this pump station which was originally constructed in 1967.

Refuse Disposal Division

The Refuse Disposal Division operates solid waste disposal, recycling

facilities, Hazardous Waste Collection and administers permits for private collectors, ordinances and operating guidelines for waste disposal facility users.

The following provides highlights for Fiscal Year 2011/2012:

- 1,864 tons of Refuse was disposed of at the Transfer Station, 9945 tons of Bulky Waste Disposed at Bulky Waste Facility and 3,567 tons of materials was recycled.
- 60.0% of solid Waste was recycled at our Transfer Station.
- 421 residents utilized the Regional Household Hazardous Waste Collection Facility during the year.
- Implemented Electronics Recycling Program at the Transfer Station.
- Implemented changes to disposal procedures at the Bulky Waste Landfill to allow for volume based disposal.

Human Resources

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, from posting jobs to notarizing documents.

Some of the accomplishments for the year were as follows:

- Conducted 10 full-time and 34 seasonal/part-time recruitments and

reviewed over 750 applications in an effort to select the best candidates to fill town positions.

- Provided over 24 training sessions and employees' programs with an average of 40 employees per session for a total of 678 attendees.
- Notarized approximately 462 and updated 270 documents.
- Issued over 273 dump passes, collecting \$13,940 at the Customer Service Center
- Successfully completed phase I of a Comprehensive and Holistic Wellness Program to be available to all Town employees
- Successfully negotiated a successor contract for two (2) bargaining unions.
- Successfully updated our Job Classification System to include ADA

and other physical requirements.

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.

There were also mandatory training on Sexual Harassment, The Town's Code of Ethics and Non-violence in the Workplace.

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, 2012

	Budgeted Amounts		Actual	Variance With Final Budget Positive (Negative)
	Original	Final		
Revenues:				
Property taxes	\$ 125,233,039	\$ 125,233,039	\$ 125,803,008	\$ 569,969
Licenses and permits	620,500	620,500	884,941	264,441
Intergovernmental	7,356,267	8,782,398	9,373,036	590,638
Charges for services	1,548,966	1,588,966	1,721,490	132,524
Investment income	150,000	150,000	236,929	86,929
Other revenue	1,706,145	1,706,145	1,789,700	83,555
Total revenues	136,614,917	138,081,048	139,809,104	1,728,056
Expenditures:				
Current:				
General government	2,895,882	2,914,464	2,713,125	201,339
Community development	1,850,209	1,850,209	1,829,362	20,847
Administrative services	5,610,007	5,608,517	5,476,741	131,776
Public safety	10,549,235	10,678,736	10,444,757	233,979
Physical services	6,095,544	6,271,853	6,114,828	157,025
Sanitation	764,940	766,268	681,025	85,243
Human services	2,790,419	2,822,519	2,642,330	180,189
Leisure/culture	4,962,883	5,106,252	5,026,677	79,575
Contingency	175,000	129,400	-	129,400
Education	89,085,798	90,551,929	90,551,559	370
Debt service	9,550,000	9,049,000	9,048,841	159
Total expenditures	134,329,917	135,749,147	134,529,245	1,219,902
Excess (Deficiency) of Revenues over Expenditures	2,285,000	2,331,901	5,279,859	2,947,958
Other Financing Sources (Uses):				
Transfers in	1,250,000	1,350,000	100,000	(1,250,000)
Transfers out	(3,535,000)	(6,583,400)	(6,583,400)	-
Total other financing sources (Uses)	(2,285,000)	(5,233,400)	(6,483,400)	(1,250,000)
Net Change in Fund Balance	\$ -	\$ (2,901,499)	(1,203,541)	\$1,697,958
Fund Balance at Beginning of Year (as restated)			18,543,015	
Fund Balance at End of Year			\$ 17,339,474	

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

Financials

CONTINUED

GENERAL FUND – BALANCE SHEET JUNE 30, 2012

	2012
ASSETS	
Cash and cash equivalents	39,665,014
Receivables:	
Property taxes	574,655
Other	426,733
Inventory	223,867
Due from other funds	0
Other assets	32,609
Total Assets	40,922,878

LIABILITIES AND FUND BALANCE

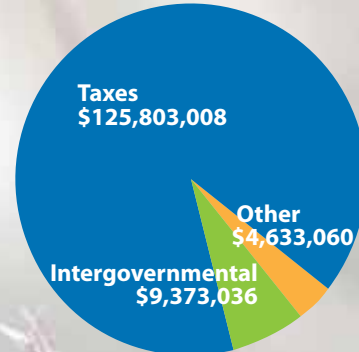
Liabilities:	
Accounts and other payables	3,716,812
Due to developers for escrow deposits	709,578
Due to bond agents for escrow deposits	16,633,344
Due to others for escrow deposits	482,471
Unearned revenue	533,759
Deferred revenue	313,482
Total liabilities	22,389,446

Fund Balance:	
Nonspendable	256,476
Restricted	0
Committed	0
Assigned	2,386,401
Unassigned	15,890,555
Total fund balance	18,533,432

Total Liabilities and Fund Balance **40,922,878**

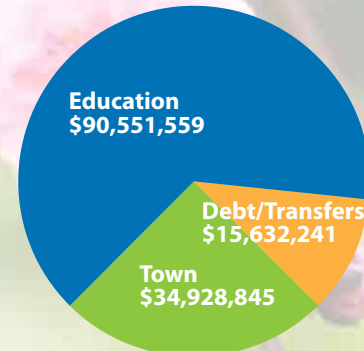


REVENUES



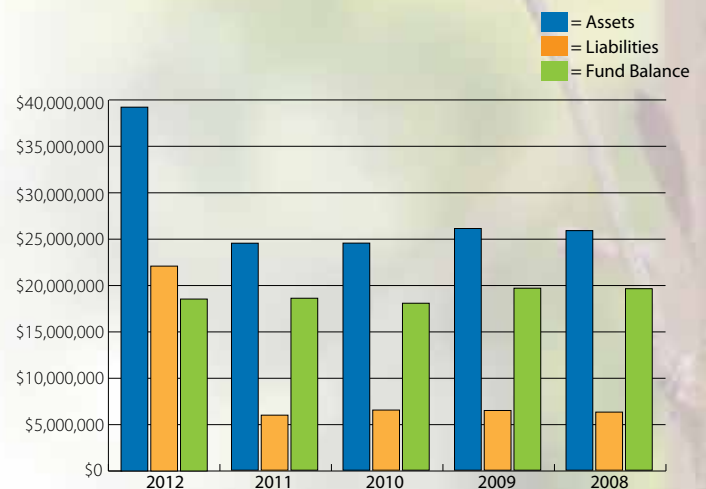
Total: \$139,809,104

EXPENDITURES



Total: \$141,112,645

ASSETS, LIABILITIES, FUND BALANCE, 2008–2012



Elected and Appointed Town Officials

Board of Education

Susan Karp •
 Jeremy Grieverson *
 Lisa M. Furbush, Secretary
 Rosemary Coggeshall
 Douglas C. Foyle
 Pandora D. Wohler
 Judith Walter
 James R. Zeller

Board of Finance

Diane L. Northrop •
 James R. McIntosh *
 Constantine Constantine
 Jared Soper
 Michael Toppi
 Walter Cusson

Board of Assessment Appeals

Forbes Warren •
 Dennis Cavanaugh
 Michael Collins
 Chris Gallagher
 David Cardone
 Bernard Herpst
 Kim Perna

Bldg. Board of Appeals/ Code Review Committee

Peter Carey, Liaison
 Luther Weeks
 James W. Dutton
 Robert Kaelin
 Sandra Arenas
 Marion Terry

CRCOG Policy Board

Stewart "Chip" Beckett III

Commission on Aging

Denise Weeks
 John DiSette
 Catherine B. Lawlor
 Nancy Kent
 Ernest F. Reale
 Eva Bowden •
 Janeen Dolan

Community Beautification Commission

Robert G. Shipman •
 W. Gilbert Wolf
 Donald B. Reid
 Linda DeGross
 Della Winans
 Mark Babineau
 Debra DeVries-Dalton

• Chairman
 * Vice Chair

Conservation Commission

Judy Harper •
 Kim McClain
 Dennis McInerney
 Robert Huestis
 Frank J. Kaputa
 Manish K. Gupta
 Helen D. Stern

Cox Cable Advisory Council

Patricia Darling
 Joseph Gormley
 Martin Loughlin
 Douglas Foyle -
 (Bd. of Ed. Representative)

Economic Development Commission

David M. Hallows •
 Gretchen Deans
 Anthony L. Lazzaro, Jr.
 Raymond A. Dolan
 Winona Zimmerlin
 Caren Kittredge
 Vacancy

Ethics Commission

Reginald L. Babcock •
 Al Herzog
 Nancy Thomas
 Cynthia Cudworth
 Angela Bull
 Alternate:
 James Hagen

Fair Rent Commission

Neil Griffin, Liaison •
 Lisa Furbush
 Judith A. Stearns
 Marti Curtiss
 Carol Ahlschlager
 John C. Hilton
 Stephen D. Oppenheim
 Edward Guimont

Fine Arts Commission

Kelly Devanny •
 Doris O'Rourke
 Helen Litwin
 Marion Terry Cordone
 Betsy Hamilton
 Heather Summers
 Diane Lacy
 Vacancy

Fire Commission

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

Historic District Commission

Barbara Theurkauf •
 Courtney MacDonald
 Michael J. Stassen
 Galen (Hap) Shepherd
 Steven Snyder
 Alternates:
 Brian Davis
 Jane Fox
 Michael Groenhout

Housing Code of Appeals

David Boone, Liaison •
 Kristine Brown
 W. Michael Low
 Edward Guimont
 Vacancy

Human Relations Commission

John C. Glezen •
 Lisa Davis
 Patricia A. Darling
 Pam Gambarotta
 Virginia Roscoe

Incorporators/Free Academy

Richard Mihm •
 Dr. Michael F. Lepore
 Clement J. Pontillo

Insurance Advisory Committee

Robert J. Hager •
 Stephen J. Ludwig*
 David Hoopes
 Jaye Winkler
 Alan Karp
 Joseph Gormley
 Richard Kragle

Central Regional Tourism District

Donald B. Reid

Personnel Appeals Board

Town Manager's Office -
 Liaison •
 Robert W. Rulevich
 Richard Vitterelli
 Kimberly Kupecky
 Allen Friedrich
 Lynn Onderko

Public Buildings Commission

Lisbeth Becker •
 Charles I. Monzeglio
 Stephen Shipman
 Charles Murray
 Suzanne S. Galvin

Liaisons:

James R. Zeller - (Bd. of Education)
 Gus Constantine - (Bd. of Finance)

Public Housing Authority

Donald H. Foberg
 James F. Noonan
 Zelda Lessne •
 Rachna Kahna
 Judith Jaskulski - (Tenant Rep.)

Recreation Commission

Michael C. Collins
 Mario DiLoreto
 Seth Jacoby
 Jason Smith
 Michael H. Clinton •
 H. James Boice *

Safety Committee

Sunsetted effective 3/18/2011 per Council action of 3/8/2011

Town Council

Jill Barry
 Stewart "Chip" Beckett III •
 Lawrence J. Byar
 Kurt P. Cavanaugh
 Timothy P. Coon
 Diane DeLuzio
 Thomas P. Gullotta
 Lorraine G. Marchetti *
 Whit C. Osgood

Town Plan & Zoning Commission

Patricia V. Low
 Michael Botelho
 Raymond Hassett
 Eric W. Schaefer
 Sharon H. Purtill •
 Keith S. Shaw

Alternates:

Scott Algieri
 Jay Boothroyd
 Patricia V. Bussa

Water Pollution Control Authority

Louis M. Accornero •
 John C. Gavin
 Nils G. Carlson
 John A. Davis, Jr.
 Thomas W. Edgington
 Robert M. Lynn
 John M. Tanski

Welles Turner Library Board

Bridget C. Gallagher
 Kala Prasad
 Lillian Tanski
 Cathy Vacchelli
 Irene Newquist
 Diane Hemlock

Youth & Family Services Commission

Tricia Dougherty •
 Anne Gershkoff Bowman
 Roger Dock
 William T. Finn
 Diana Levisky
 Angela Phelan
 Natalie Cook
 Bonnie Fierravanti
 Michelle Foyt

Non-Voting Member:

Rosemary Coggeshall - (Bd. of Education)
 Sgt. William Trantalis - (Glastonbury Police Dept.)

Zoning Board of Appeals

Jeanine Loughlin •
 Michael T. Fitzpatrick
 Anthony Gesnaldo
 Sandra O'Leary
 Jeanie G. Babineau
 Alternates:
 Timothy Lamb
 Brian R. Smith
 Mark DeLuzio

Agricultural Advisory Committee

Mario Accornero
 Richard Ferrari
 Deborah McIntosh
 Michael Longo

Great Pond Stewardship Committee

Gerhard R. Schade •
 Paul Kehoe
 Dennis McInerney
 David Gumbart
 Thomas P. Gullotta
 Lawrence Byar
 Whit Osgood
 Judy Harper
 Tom Mocko - (Environmental Planner)

Connecticut River Assembly

Manish Gupta





Town of Glastonbury
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