

# *Town of South Windsor*



*2019-2020*

*Annual Report*



# General Information

Website:	<a href="http://www.southwindsor-ct.gov">http://www.southwindsor-ct.gov</a>	
Telephone:	Main	(860) 644-2511
	Town Manager	(860) 644-2511 ext. 200
	Mayor	(860) 644-2511 ext. 206
	Town Clerk	(860) 644-2511 ext. 226
	Fax	(860) 644-3781
County:	Hartford	
Area:	28.5 sq. mi.	
Population:	25,709 as of 2010 Census	
Government:	Council/Manager	
Election Date:	Biennially, odd years, Tuesday after 1st Monday in November	
Date Officials Take Office:	1st Monday after Election	
Mayor:	Andrew Paterna (D)	
Town Council:	Andrew Paterna (Mayor), Elizabeth Pendleton (Deputy Mayor), Audrey Delnicki, Erica Evans, Mary Justine Hockenberry, Cesar Lopez, Karen Lydecker, Lisa Maneeley, Janice Snyder	
Town Manager:	Michael Maniscalco	

## Cover Photo

Courtesy of Drew Guild, South Windsor IT Department

Major Michael Donnelly Land Preserve: this 115.5-acre conservation area, located off of Sullivan Avenue, was established in 2002. It contains 2.1 miles of trails, an observation/picnic gazebo, a fishing pond stocked with blue gill and large mouth bass, and lots of wildlife to observe and enjoy from blinds provided on site.

**Contributors:** Town Departments, Boards & Commissions  
**Editor:** Vanessa Perry, Assistant Town Manager/Human Resources Director  
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**Cover Designer:** Ashley Booth, Executive Assistant  
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## Town Manager



**Michael Maniscalco**  
Town Manager

### Town Manager's Report

It is my pleasure to submit to you the Town Manager's Report for Fiscal Year 2019-2020. This Report highlights economics, revenue, and expenditure sources that the Town has been using in order to provide a high level of service to the community. As the economy continues to rebound, the Town has maintained its financial strategies and budgetary goals to meet the needs of the community while controlling costs.

The Town continues to look for expansion of existing businesses as well as for new businesses to move into Town to provide much-needed jobs and tax relief so we can continue to provide the same level of services to Town residents. Best practices continue to be reviewed in order to reduce costs, increase revenues, and not only provide the same level of service but prepare for new services that the community may need in the near future.

Our municipal employees work with the philosophy of looking for better ways to serve the community while researching new revenue sources that can help bring down expenditures. Due to staff efforts, we are under budget and maintained a positive fund balance, and our ratings agencies have maintained the Town's status as AA2 and AA+ rating. We continue to work toward positioning the community for future rating upgrades in an effort to lower borrowing costs and maintain the fiscal health of our community.

The Town also received the Government Finance Officers Association's (GFOA) Distinguished Budget Presentation Award as well as the GFOA Award for Financial Reporting.

I want to thank the staff as they continue to work with less but still maintain an excellent level of service. It is because of their expertise and technological aptitude that we have been able to manage the budget for Fiscal Year 2019-2020 in the most cost-effective manner. Our staff and volunteers are constantly looking for ways to improve the delivery of services.



I want to thank the Board of Education and all staff members for their diligence in monitoring their spending plan and providing an excellent education to our youth. They have been excellent partners, helping to ensure the overall health and smart growth of our community.

We continue to lobby the State and Federal governments on important issues that affect the Town of South Windsor. We have been successful with the help of our State Senator Saud Anwar and our State Representatives Jeff Currey and Tom Delnicki. With their continued support and knowledge, the Town avoided negative impacts and was able to successfully work with many of the State Departments.

My sincere thanks to the Town Council, Boards and Commissions, volunteers, and staff for providing strong leadership that helps to serve the residents of South Windsor by providing a quality environment to live, work, and play. I would, of course, like to thank our residents for the support they have given to the Town government. This allows us to keep services at levels Town residents are accustomed to, and at the lowest and most effective cost.

## Town Council



**Dr. Andrew Paterna**  
Mayor

### Mayor's Report

On behalf of the Town Council, Town Manager, Town Staff, Town Boards, Commissions, Committees, and Agencies, it is my honor to present the South Windsor Annual Report for the Fiscal Year 2019-2020. This report will provide residents with an overview of the activities and projects that have taken place during July 2019 through June 2020.

As you know the year of 2020 has been the year of COVID-19! A fact we could not avoid and yet a reality we had to consider as we planned for services, programs, and events that were required to be delivered to the residents and business owners of South Windsor. Our goal was to maintain the appropriate level of services, within the constraints presented to us by the pandemic. I am proud to say, the Town of South Windsor did not have an interruption of services even during this extraordinary time.

During the past year the Town Council, working with the Town Manager, Mr. Michael Maniscalco, and Assistant Town Managers, Vanessa Perry and Scott Roberts, accomplished a great deal under very difficult circumstances. Meanwhile, Money Magazine announced their top 50 BEST PLACES to LIVE IN AMERICA, and South Windsor was rated as the 12th BEST COMMUNITY. It is evidence we are on the right path as we work to improve the quality of life for South Windsor residents and we continue our smart growth/economic development programs. Visit: <https://money.com/collection/best-places-to-live-2020/>

This year the projects included: Adoption of a Town Energy Plan which sets a goal of 81% of Town buildings using renewable electrical energy by 2023. Today, with new plans in place for Solar Energy, we are on track to reach 100% Renewable Electrical Energy by 2023! In construction projects: Coca Cola, Home Depot, Aldi's Market, Costco Wholesale, Chase Bank, The Learning Experience Day Care Center at Evergreen Walk, Harbor Chase-Assisted Living Center, Evergreen Crossings-over 55 Resort, and we completed two new school construction



## Town Council Members

### Top Row:

Councilor Audrey Delnicki  
Councilor Erica Evans  
Councilor Mary Justine Hockenberry  
Councilor Cesar Lopez



### Bottom Row:

Councilor Karen Lydecker  
Councilor Lisa Maneeley  
Deputy Mayor Elizabeth Pendleton  
Councilor Janice Snyder



projects (Eli Terry and Philip R. Smith), both opened on schedule in September 2020. We now look forward to plans being developed, after a successful referendum, for a new Pleasant Valley School, and, the BOE will have successfully completed their ten-year Master Plan for Education with the construction of four new Elementary Schools in South Windsor. Our South Windsor Housing Authority supported the much-needed renovation to Wapping Mews housing development. Thanks go to Mr. George Daniels, Executive Director of the Housing Authority, for his leadership in working for our seniors and disabled residents to improve their quality of life.

We constantly strive to be a strong and vibrant community where people want to live, work, learn and play! Our student enrollment increases in our schools is a positive statement that many people view South Windsor as a desirable Town and would like to be part of this outstanding community. We welcome all new residents to South Windsor!

It is my honor to serve as your Mayor and I welcome the opportunity to continue in this service. I am grateful for this experience to work and give back to my community.

Sincere Regards,

Andrew Paterna, Ph.D.  
Mayor of South Windsor

## Board of Education

**Dr. Kate Carter**  
Superintendent of Schools

*The South Windsor Board of Education is comprised of nine members who are elected for a two-year term by the citizens of South Windsor.*

*Board of Education members for the 19-20 school year included Craig Zimmerman, Chairman; Jessica Waterhouse, Vice Chair; Beth Esstman, Secretary; Arthur Adduci, Anitha Elango, Michael Gonzalez, Marek Kozikowski, James O'Brien and Michael Paré.*

The South Windsor Public Schools district is comprised of four elementary schools (grades K-5), one middle school (grades 6-8), and one high school (grades 9-12), as well as a pre-school program and Young Adult Transition Academy, with a total PK-12 district enrollment of more than 4,500 students.

### Unprecedented Impact on Teaching and Learning During COVID-19

When schools opened in August 2019, and students and staff returned with all the optimism and promise that a new school year brings, no one could have predicted the unexpected circumstances that emerged in the early Spring of 2020. With little notice and no roadmap for such an unprecedented situation, on March 13, 2020, the district closed its six schools for what was believed to be a temporary shut-down. Due to the ensuing nature of the pandemic, the district quickly pivoted to conducting its operations remotely.

It is difficult to succinctly explain the efforts required to manage a \$75 million operation with over 700 employees, while educating over 4,500 students and meeting the needs of 10,000 parents and caregivers... remotely, and during a pandemic. Thus, the following is only a small sampling of the tasks that had to be undertaken remotely with no advance notice:

- Teaching and learning were completely reimagined as educators adapted to delivering instruction remotely.





### SOUTH WINDSOR PUBLIC SCHOOLS VISION STATEMENT

The South Windsor Public Schools promotes an engaging and dynamic culture of learning that prepares students to achieve their own individual excellence. Within an emotionally safe environment, educators will foster students' academic, social and personal growth. Our students will demonstrate critical and creative thinking, self-direction, collaboration, adaptability, compassion, and civic responsibility in an ever-changing global society.

- Because of the district's fidelity to our long-term strategic plan, South Windsor had already invested in 1:1 Chromebooks in grades 6-12 and was in process for achieving the same ratio of devices for grades K-5. IT department staff worked tirelessly to deploy devices and provide on-going technical support to students and staff.
- The school district provided accurate and timely information to the community through extensive communications from the superintendent's office as well as school-based communications.
- Strategies were developed for delivering Special Education as well as English Learner services remotely.
- Central office staff facilitated the continuity of all district and business operations, including Human Resources, Maintenance and Facility Operations, Food Services, Technology, Payroll, Accounts Payable, and Student Registrations. Included in these operations was the resolution of complex HR issues; the distribution of materials to students at cross-district locations; the purchase of PPE materials and equipment for staff; re-negotiating contracts for disrupted services; and risk management.
- Constant communication with the State Department of Education as well as local and state departments of public health.
- Two new elementary schools (Eli Terry and Philip R. Smith) were in the final stages of construction during the pandemic. Both projects remained on schedule and on budget despite a myriad of factors which could have disrupted the schedule. These factors included items such as supply chain, factory closures, shipping disruption, manufacturing capacity, and the availability of workers. Dozens of district staff and project professionals worked non-stop to ensure the buildings would open on time.
- Chartwells, our food services provider, served more than 40,000 breakfast and lunch meals drive-thru style between March – June. Rain or shine, a dedicated

team of six food services professionals reported every day to provide this essential service for the families of South Windsor.



- Despite very complex health and safety requirements, South Windsor High School created a meaningful and memorable safe graduation experience for the Class of 2020. Between cap and gown distribution, honors and recognition events, photographs and mementos, and the culminating commencement ceremony, we were able to celebrate our graduates and their achievements safely as a community.



Through resiliency and teamwork, the entire staff of South Windsor Public Schools was committed to partnering with families to ensure the best possible outcomes for students during this challenging time. We thank the students, families and staff who came together as a community in the face of an unprecedented time for public education.

### 2019-2020 Student Recognition at a Glance

Each year we highlight a sampling of the amazing achievements of students and staff during the school year. The unusual and unprecedented circumstances of 2019-2020 affected not only Winter and Spring athletics, but many academic competitions and tournaments as well. Despite COVID-19, many events continued to be held virtually, and we are proud to highlight the following student accomplishments and



recognitions during the 2019-2020 school year:

- Twenty-six fifth grade elementary school students qualified to participate at the state level in the Connecticut Invention Convention. Of the 16 students who chose to participate, two students advanced to the Nationals. One Orchard Hill fifth-grade student's invention received National recognition, winning the "Innovation in AI/Robotics" award, presented by UB TECH Robotics, for his invention "No Child Left Behind."
- The number of National AP Scholars at SWHS rose from 16 students to an impressive 30 students who earned that distinction - a record for the school.
- For the fourth consecutive year, Model U.N. recognized students from SWHS as the Best Delegation at the World Affairs Council meetings. 12 students received this recognition from among three different delegations.
- Eight SWHS students participated in the FBLA Spring Leadership Conference, which was held virtually in April 2020. Three students received first place recognition in Introduction to Business, Computer Problem Solving, and Journalism, and advanced to the Nationals.
- Twenty students from Timothy Edwards Middle School participated in the Future Problem Solving (FPS) State Conference, adapting to the remote rules/requirements. Of the five teams competing, one team received a 1st place award, and one team received a 3rd place award.
- During the virtual Connecticut History Day (CHD) competition held in March, nine SWHS students advanced to the state level competition. One first place winner went on to advance to the national competition, where she won Outstanding Connecticut Entry: Senior Division. This was the first year that a team competed in this competition from South Windsor High School.
- Six students from Timothy Edwards Middle School also advanced to and placed in the state competition. Additionally, four TEMS students and two SWHS students received CHD state contest special prizes.
- The Connecticut affiliate of the National Center for Women in Information Technology honored two South Windsor High School students as Honorable Mention recipients of the 2020 NCWIT Award for Aspirations in Computing.

- An Orchard Hill fourth-grade student won first place in Connecticut in the "Doodle for Google" contest.
- For the Fall and Winter sports seasons, high school athletics honors included 38 All Conference athletes, and 5 All State athletes. Three sports teams were named Conference Champions. The CT Association of Athletic Directors Board of Control selected the 2019-20 SWHS Boys' Soccer team as a recipient of their annual sportsmanship award. South Windsor High School was named a Safe Sports School by The National Athletic Trainer's Association (NATA); only a handful of schools in CT receive this award each year.

### Ten-Year Elementary Facilities Plan Enters Phase Three!



In 2013, South Windsor Public Schools launched a comprehensive Ten-Year Elementary Facilities Master Plan which called for a three-phased approach to addressing the needs of our aging elementary facilities.

We marked the completion of Phase One of the Plan with the opening of a new Orchard Hill Elementary School in August 2017, and the expected completion of Phase Two with the opening of two new buildings for Eli Terry Elementary School and Philip R. Smith Elementary School in August 2020. The Orchard Hill project came in on time and under budget, and despite the circumstances of the COVID-19 pandemic, the Eli Terry and Philip R. Smith projects are also expected to come in on time and on budget!

In March 2020, the district officially embarked on Phase Three of the plan when South Windsor residents voted in favor of the construction of a new elementary school for Pleasant Valley. Of the residents who went to the polls, 88.5% voted in support of this exciting milestone. It was not only the highest voter turnout of the three referenda, but it was the highest margin of votes in favor of the proposal. This overwhelming support is a credit to our community's commitment to education. The new Pleasant Valley Elementary School building is expected to open for students and staff in August 2023.

### School Enrollment Increase Continues

Prior to 2016, SWPS was experiencing declining enrollment consistent with most towns in the state. Since 2016, the district has seen a significant reversal in this trend. In fact, South Windsor is now among the fastest growing districts in the state. We

have become a beacon for families seeking high quality schools with outstanding teachers and school leaders within a community that champions public education. As of January 15, 2020, the total PK-12 enrollment for South Windsor Public Schools was the highest it had been in ten years with 4,574 students. Over the past five years, we have seen a 9.0% increase in total PK-12 enrollments, and an 18.8% increase in elementary enrollments. In its November 2019 enrollment report to the Board of Education, demographers Milone & MacBroom indicated that the trend is expected to continue for the foreseeable future, with a projected additional growth of 25.5% in our PK-12 student population over the next ten years.

### South Windsor Public Schools 2020 Excellence Awards



Beth Goldman was named South Windsor Public Schools 2020 Teacher of the Year. Mrs. Goldman is a Mathematics teacher at Timothy Edwards Middle School and was honored at the district's Convocation in

August 2019. She is passionate about math and utilizing every day examples to make real life connections, and is able to work with and motivate students at all levels. For more than ten years, she has coached the Math Counts program at TEMS, guiding one of the teams to the CT state championships last year!



Eustace "Josh" Joshua was named the 2020 Support Staff Employee of the Year. Josh operates the district's copy center which supports all schools and central office. His can-do spirit, attention to detail, follow-through on problems, and consistently high-quality output are what makes Josh such an integral part of our school community.

Additionally, the SWHS School Counseling Department was the recipient of the Teamwork Award which recognizes the contributions of a group who exemplify collaboration and have a significant impact on those around them. Congratulations to all of these dedicated and hardworking education professionals!



## Planning and Zoning Commission

### Bart Pacekonis

#### Chairman

*Planning & Zoning Commission members for Fiscal Year 19-20 included Bart Pacekonis, Chairman; Kevin Foley, Vice Chairman; Frank Bonzani, Secretary; Stephanie Dexter; Kevin Greer; William Flagg; and Stephen Wagner. Alternates were Paul Bernstein, Michael LeBlanc, and Elizabeth McGuire.*



The Planning and Zoning Commission is committed to facilitating the growth of our grand list and quality of life for our residents while preserving South Windsor's historic and agricultural roots. The Commission generally meets on the second and fourth Tuesday of the month and once a month in August and December. The Commission met 22 times during Fiscal Year 2019-2020.

In response to the COVID-19 pandemic, the Town Hall was closed to the public in March of 2020 and Town meetings were held by way of Zoom and WebEx online video conference calls. The public has been able to watch Planning & Zoning Commission meetings live on the Town website, Cox Cable Channel 13 and Frontier Channel 6082, as well as to call in to the meetings. Written comments received by letter or email are read at the meetings.

#### Town Projects

The Chamber of Commerce moved to a 500 sf business office within the Town owned Community Building at 1776 Ellington Road by way of a temporary and conditional permit.

Site plan modifications were granted for the new Eli Terry Elementary School at 569 Griffin Road to add two new classrooms, and Pleasant Valley Elementary School at 591 Ellington Road to add four portable classrooms, and to create a ballfield at the rear of the school by Commission reviewed change order.

#### Commercial Projects

The Buckland Road Gateway Development Zone grew on many fronts in Fiscal Year 2019-2020.

Aldi Supermarket at 200 Gateway Boulevard received site plan of development approval for a 19,209 sf grocery store as part of The Gateway, a new retail development area on the east side of Buckland Road.

Buckland Road East, LLC received approval for The Gateway General Plan of Development for a mixed use retail and office development for 36,000 sf of retail and 85,000 sf of office space at 190, 218, 240, and 274 Buckland Road.

Learning Experience Daycare received a special exception site plan of development to build and operate a day care facility in Evergreen Walk.

Evergreen Walk LLC updated their General Plan of Development for a 161,000 sf store including a gas station in anticipation of a Costco Warehouse store.

Preliminary Discussions were held with the Commission and representatives of Geissler's Plaza regarding revitalization of the Sullivan Avenue shopping plaza with a mixed-use development.

#### Zoning Text Amendments

The Commission approved a zoning text amendment from Design Professionals, Inc. to add a Sullivan Avenue Mixed-Use Development Overlay Zone to allow compatible residential and commercial mixed-use developments to revitalize properties fronting on Sullivan Avenue in anticipation of revitalizing Geissler's Plaza.

The Commission held public hearings and reviewed several text amendment applications for the Buckland Gateway Development Zone that were withdrawn over Fiscal Year 2019-2020. By the end of the fiscal year public hearings closed for the Costco Wholesale Text Amendment requesting changes for truck operations within the Buckland Gateway Development Zone by special exception.

#### Industrial Projects

Scannell Properties received special exception site plan of development approvals for two new distribution centers located in the I-291 Corridor Development zone. A new 421,152 sf distribution facility to include outdoor product storage located at 360 Ellington Road with rail access from 245 Chapel Road will be occupied by Home Depot. The second distribution center will be developed next door at 240 Ellington Road for a 182,000 sf facility with outdoor product storage.

The Commissioner granted site plan approval to 360 Burnham Street LLC for three new industrial buildings, and to Nutmeg Properties of CT, LLC for resubdivision of two lots at 201 and 205 Nutmeg Road. Powerscreen New England

received site plan modification approval for a storage equipment area and renewed their temporary and conditional permit for outdoor display at 140 and 240 Nutmeg Road.

Real Estate Advisory Group LLC received special exception site plan approval for equipment sales, service and rentals at 1239 and 1249 John Fitch Boulevard.

Telefunken USA, LLC was granted a special exception to allow the conversion of approximately 9,000 sf for an indoor concert space to accommodate up to 250 people at 300 Pleasant Valley Road.

#### Residential

Sherwood Inspection Services LLC received special exception site plan of development using the Office Conversion Overlay Zone for conversion of an existing residence and small addition into professional offices at 1071 Ellington Road.

Preliminary discussions were held with Mannarino Builders determining an open space subdivision was preferable over a conventional subdivision allowable by right at 248 Maskel Road and Abbe Road. Application was submitted for a thirteen lot open space subdivision to be known as Kilkenny Heights II.

Vintage Hills II, LLC received approval for a seven lot subdivision and special exception for one interior lot northerly of Vintage Lane and westerly side of Barber Hill Road.

Public hearings were held and closed for Horseshoe Lane Associates, LLC for a special exception site plan for an open space subdivision of 19 lots on 56 acres at 534 Barber Hill Road to be known as Chestnut Ridge.

The Planning & Zoning Commission would like to thank the public for their input received at the Public Hearings and Regular Meetings held throughout the year, and understanding the necessity of online meetings during the pandemic. Public participation at the meetings and all correspondence received are highly valued and aid the Commission in its work on behalf of the citizens of South Windsor.



## Departments & Services

### Building Department

The Building Department ensures compliance with current Building and Mechanical Codes, State Statutes and Town Ordinances. The Building Department's personnel are dedicated to the health, safety and general welfare of our community of residents and business people, through thoughtful communication and excellent service. We provide plan review, consultation and strive to make the permit process friendly, educational and provide the best inspection services possible. We inspect all new construction, renovations and properties to ensure compliance with the State Demolition Code, State Building Codes and the Town of South Windsor Blight Ordinance.

Our permit and inspection activity along with revenues for Fiscal Year 2019-2020 commercial and residential, produced 2,411 permits, 2002 inspections, \$1,252,184 in revenue and \$104,411,332. in total construction value.

We look forward to continuing growth in the commercial sector, as businesses consider South Windsor a consumer friendly environment. Our Department works with Planning and Zoning, Engineering, Public Works, Office of the Fire Marshal and the Facilities Division of the Board of Education, for a community that deserves a safe and secure quality of life.

*Christopher J. Dougan*  
Chief Building Official



### Emergency Management

The South Windsor Office of Emergency Management is designated as the Town's Civil Preparedness Agency and was established under the authority of Chapter 26 of the Town Charter by Town Ordinance 26-2. In accordance with the Town Charter, this Civil Preparedness Agency shall ensure the complete and efficient utilization of all the Town's facilities to combat disaster resulting from enemy actions or other disasters and will be responsible for coordinating all activity in connection with civil preparedness. The Office receives guidance on emergency planning from the Emergency Management Advisory Council which includes four members of the public and Town employees.

The Office of Emergency Management operates based on the principals set forth within the FEMA document entitled, "A Whole Community Approach to Emergency Management." This approach enables our first responders, emergency management team members, and other governmental agencies the ability to collaborate with and work alongside non-governmental organizations, the public and private sectors, civic groups, and other local stakeholders within our community to formulate a comprehensive emergency management program. This enables South Windsor to simultaneously plan for all phases of emergency management: prevention, preparedness, mitigation, response, and recovery. The goal is to develop a comprehensive and efficient

overall program. From this, South Windsor will become more resilient.

### South Windsor Community Emergency Response Team (CERT)

The South Windsor CERT team has been in a virtual mode since COVID-19. The team has conducted some monthly meetings via Zoom. Background testing and rebadging of the Team has also been completed this year. In October, South Windsor hosted the regional CERT Team Fair at Rotary Park where regional CERT Teams came together to show their Teams various equipment and skills.

### Emergency Management Coordinator/Fire Inspector:

The Town of South Windsor hired Christopher Wilcox as the new Emergency Management Coordinator. Chris has assisted the Town with CERT, CRCOG, and FEMA on grant applications for COVID-19.

*Walter Summers*  
Fire Marshal

*Heather Oatis*  
Environmental Health Officer

### Finance Department

The Finance Department provides quality service through a commitment to excellence, integrity, and teamwork. The Finance, Assessor's, and Collector of Revenue's Offices, which make up the Finance Department, are essential for the provision of services to the Town's residents. The operation of all Town

**Top Ten Taxpayers 2019 Grand List (Net Assessment Dollars)**

Rank	Name	Real Estate	Per. Prop	Motor Vehicle	Grand Total List
1	Connecticut Light & Power Co (Eversource)	\$2,227,500	\$107,162,030		\$109,389,530
2	Evergreen Walk Lifestyle Ctr (Shoppes at Evergreen Walk)	\$31,928,600			\$31,928,600
3	Aldi Inc. (Connecticut)	\$23,271,700	\$5,665,844	\$654,620	\$29,592,164
4	Dell Equipment Funding LP		\$17,679,230		\$17,679,230
5	Macy's Retail Holdings	\$11,536,100	\$5,145,050		\$16,681,150
6	Suri Realty LLC	\$13,379,200	\$2,511,520	\$88,970	\$15,979,690
7	Evergreen Crossing Retirement Comm.	\$14,921,000			\$14,921,000
8	Yankee Gas Services Co		\$14,083,690		\$14,083,690
9	South Windsor Developers	\$13,254,500	\$101,200		\$13,355,700
10	Town Center of South Windsor	\$13,023,700			\$13,023,700

## Departments & Services

departments is reliant on the Finance Department's collection of revenues, management of available cash balances, and payment of expenditures.

The Finance Office is responsible for handling the daily treasury operations, in accordance with Town policies and State statutes; administering the Town's payroll; processing accounts payable; and accounting for the financial activity of all Town funds. Information on the Town's financial position is reflected in the Town's Comprehensive Annual Financial Report, which is on file in the Town Clerk's Office and excerpts are included in this report.

Staff from the Finance Office participated in the Town's Pension, Insurance, Health & Safety Committee and Wellness Committees, and the annual United Way campaign.

*Patricia Perry*  
Director of Finance

### Assessor's Office

The Assessor's Office has the primary responsibility of valuing, for tax purposes, all taxable and tax exempt property located within the Town of South Windsor. Real estate property was revalued in 2017, as required by law. The next revaluation is scheduled for the 2022 Grand List. The 2019 Grand List assessments reflect 70% of the 2019 values, as required by Connecticut State Statutes.

The Grand List reflects the application of the Town wide revaluation of all real estate account values. Overall, the total Grand List increased by 3.07% compared to the 2018 Grand List. Real Estate Personal Property and Motor Vehicles experienced increases of 2.75%, 4.46% and 4.37% respectively.

*Mary Huda*  
Assessor

### Collector of Revenue's Office

The Collector of Revenue's Office is responsible for billing and collecting all taxes and residential and commercial sewer user fees. For the 2018 Grand List, the collection rate was 99.31%.

Total collections equaled \$114,030,606. These collections consisted of \$106,695,645 for current year taxes; \$1,062,452 for prior year taxes; \$779,403, for interest charges; \$4,512 for warrant and lien fees; and \$5,488,594 for sewer user fees, assessments, interest charges, and liens.

*Jennifer Hilinski-Shirley, CCMC*  
Collector of Revenue



### Fire Department

This report covers a period of time from June 2019 through July 2020. What does that mean... it means part of the report covers a time of BC... no, not "Before Christ", but rather "Before COVID"! What a time we are in.

It is amazing to truly understand the time and dedication that each and every member puts in. Some, more unimaginable hours of dedication. Whether a line Firefighter, Company Officer, Chief Officer, Explorer, Support Member or Staff...your time away from family, jobs, and other responsibilities is very much appreciated.

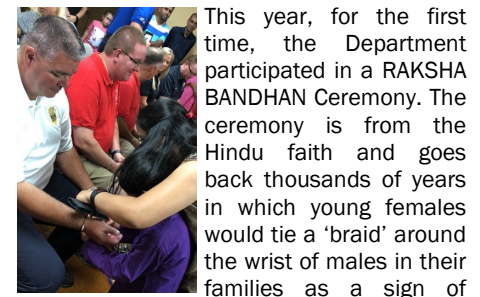
As the saying goes – 'it takes a village' is proven day in and day out between our members, their families, the Town Council, Town Staff, Business Community and many of our residents all supporting our mission. Our members dedicate hours and hours each week – Officers even more...saving the Town millions in salaries.

We started the year off meeting and working with our new Town Manager, Mr. Michael Maniscalco – Welcome to South Windsor!!!



Training, Training, and more Training...the back bone of service. The Department not only provides incredible in-house training for our members, but also hosts many Nationally known Instructors and programs.

Much of our efforts are done by our Support members doing amazing things part of the year as many events were either cancelled or modified due to COVID-19. We started out strong for the first half with some of the traditional events such as the Farmers Market, Wapping Fair, and others.



This year, for the first time, the Department participated in a RAKSHA BANDHAN Ceremony. The ceremony is from the Hindu faith and goes back thousands of years in which young females would tie a 'braid' around the wrist of males in their families as a sign of

OCTOBER 1, 2019 GRAND LIST TOTALS				GRAND LIST TOTAL NET ASSESSMENTS		
	GROSS ASSESSMENTS	EXEMPTIONS	NET ASSESSMENTS		2018 GRAND LIST	2019 GRAND LIST
Real Estate	\$2,363,726,615	\$54,681,890	\$2,309,044,725	Real Estate	81.15%	80.91%
Personal Property	421,117,070	111,29,696	309,907,374	Personal Property	10.71%	10.86%
Motor Vehicles	245,327,963	10,287,028	235,040,935	Motor Vehicles	8.14%	8.23%
TOTALS:	\$3,030,171,648	\$176,178,614	\$2,853,993,034			



thanks for their protection. In today's applications, young adults tie the 'braids' on the wrist of the 'protectors' of the Community - Fire and Police members.

The HONOR GUARD represents the SWFD in limited events this year. Even limited, they represent very well! In many events, the Honor Guard shares the stage with our Department Chaplain, Rev. Doug Rowse.



Unfortunately, no matter how much Fire Prevention Education we perform, there are always a few fires annually, thankfully, not that many. We also respond to surrounding Communities to assist our mutual aid Departments. The Department also responds to many motor vehicle crashes and other rescue type incidents. These types of incidents are a large part of our overall responses.

Leadership is needed to manage any organization; your Fire Department is no exception. Each Officer level rank is a tested position with pre-qualifications, written, and assessment/oral components. Following the testing process, the Department held a promotional ceremony at Town Hall with the support of the Town Manager, Michael Maniscalco and Town Clerk, Bonnie Armstrong swearing in

the newly promoted Officers. Congratulations to Lieutenants Michael Samsel and Tia Cortese, Captains Matt Falletti and Jared Pelletier and our FIRST FEMALE CHIEF OFFICER Deputy Chief Debra Burch!



A highlight of the year was sharing in the 50th Anniversary of our EXPLORER Program. The Department joined together with the BSA in 1969 and started a Fire Exploring Program for boys and girls between the ages of 14-17. We are the OLDEST Fire Exploring Post in the State of CT - Explorer Post 838 / Company 5. This program, for fifty (50) years, has been and continues to be a great recruitment incentive for many young adults. The current and immediate Past Chiefs (Kevin Cooney and Phil Crombie, Jr.) as well as many current and former Officers started in this Program. A celebration was held in October with many of the past and current Explorers and Advisors.

In March of 2020 our lives changed forever with the COVID-19 pandemic. Like you, our Department members struggled with the ever changing news and updates. We modified our operations countless times all in the efforts of keeping our members and their families safe while still providing Fire and Rescue services to our Community.

I want to take this opportunity to share with you - Our Community of South Windsor - just how proud I am of the men and women of the South Windsor Fire Department. From the beginning news of the COVID pandemic to current days, the Dedication, Support, Talents, and Cooperation of each and every member has been nothing short of outstanding. The Department Command Staff adjusted with the changes and continue to show their skills and care for the members and Community.

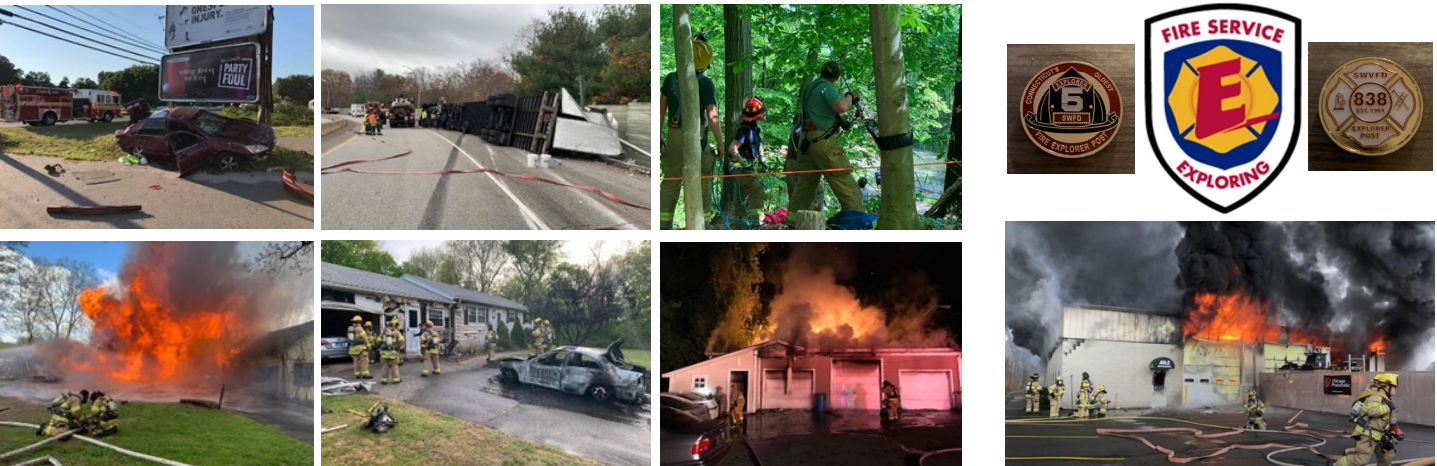
As volunteerism struggles not only here in South Windsor, but nationally, we continue to put great efforts into our RECRUITMENT AND RETENTION of our volunteers. We are always looking for local residents to join! If you think you have what it takes please visit our web site and fill out an application... [www.southwindsorfire.org](http://www.southwindsorfire.org).

Our membership is made up of approximately 75 Firefighters, 10 Chief Officers, 15 Company Officers, Support Members, Photographers and our Explorer Post (Young Adults) and many Life Members. But even more amazing than our members are their families that support them in all they do to serve YOU!

Respectfully,  
Kevin E. Cooney  
Honored to serve as Fire Chief

**Fire Marshal's Office**

**MISSION STATEMENT:**  
"It is the mission of the Fire Marshal's Office to prevent and/or reduce the incidence of fire by increasing the awareness and knowledge of the residents and businesses respecting fire safety, and by ensuring



*compliance with the Connecticut Fire Safety Code and applicable regulations of the State of Connecticut.”*

The staff of the South Windsor Fire Marshal's Office consists of a full-time Fire Marshal, a full-time Fire Inspector/Emergency Management Coordinator, two part-time Deputy Fire Marshals, and a part-time Fire Inspector. Our staff is charged to perform various duties, many of which are mandated by the Connecticut General Statutes. These duties include inspection of all properties, with the exception of one and two-family homes. The Fire Marshal is required to perform investigations as they pertain to the cause and origin of fires that are in the Town of South Windsor. Our staff is also mandated to approve building permit applications, issue permits for blasting operations, fireworks displays and large temporary tents.

This past year our time was dedicated to inspecting new projects for compliance during construction including the Cambria Suites Hotel, Independent Living at Evergreen Walk, Home Depot Warehouse, Harbor Chase Assisted Living, Eli Terry and PR Smith Schools. We continue to work with developers to help them understand Fire Code requirements and assist in completing their projects on time.

The Fire Marshal's Office continued to concentrate on apartment inspections and smoke alarm compliance within these occupancies. These occupancies are where South Windsor has the largest



concentration of residents. As you know, smoke alarms save lives and we want to make sure that all apartments have working smoke alarms. With COVID-19 restrictions, we have been trying different ways to get residents to check their smoke alarms. One way is a self-inspection form that they are required to submit to the Fire Marshal. In Fiscal Year 2019-2020, inspections totaled 1,509 with 45 fire investigations. We continue to work closely with the South Windsor Police services to investigate and prosecute all arson cases.

The members of the Fire Marshal's Office continue to keep up with current Code and fire investigation techniques by attending advanced classes at the National Fire Academy and Connecticut Fire Academy. The total training hours for Fiscal Year 2019-2020 was 243 hours.

COVID-19 has also changed the operation of the Office. Fire Marshal Summers has been working with our Emergency Management Team on ordering supplies, FEMA grant applications, State of CT meetings, and other functions. The changing occupancy loads and restrictions by the State of CT has kept our inspectors busy assisting our local businesses to be Code compliant.

Fire Marshal Summers is currently the Legislative Representative for the CT Fire Marshals Association.

For service, please call 860-282-0669 extension 1.

Fire Marshal Walter Summers  
Deputy Fire Marshal David Mauldin  
Deputy Fire Marshal Erik Maziarz  
Fire Inspector Seth Vinick  
Fire Inspector/EM Coordinator Chris Wilcox  
Police Corporal/Fire Investigator Michael Thompson  
Police Corporal/Fire Investigator Kyle LaPorte

*Walter Summers*  
*Fire Marshal*

### **Health Department**

The South Windsor Health Department is responsible for protecting the community from potential health hazards by creating and maintaining conditions that keep people healthy. The public health mission is to Prevent Illness, Promote Wellness, and to Protect Health. In South Windsor, we strive

to fulfill this mission by preventing the onset and transmission of disease, promoting awareness through education, and protecting the public through environmental health investigations and inspections. We work with other local, state, and governmental agencies to protect the public and the environment so that people within our community can enjoy safe and healthy living conditions.

The principal services provided by the Department are:

- Inspections of various establishments to ensure safety and sanitation, including: restaurants, food stores, mobile food vendors, temporary events where food is served, farmer's markets, assisted living facilities, long term care facilities, day cares, schools, and public pools.
- Environmental health plan reviews, permitting, and inspections of food service establishments, subsurface sewage systems, and water supply wells.
- B100a reviews for building additions, building conversions, changes in use, or accessory structures.
- Investigation of a wide range of environmental complaints that affect the health and safety of residents in the community.
- Dissemination of health information and brochures.
- Helping ensure clean drinking water.
- Tracking, investigating and stopping diseases and other public health threats (e.g. foodborne illness, HIV/AIDS, etc.).
- Responding to public health emergencies and natural disasters when they strike.
- Informing the public about health problems in the community and how to stay safe.

In addition, the Health Department serves to:

- Enforce public health and safety regulations per Connecticut Public Health Code.
- Advocate for changes in public policy relating to health.
- Prepare for and develop response strategies for natural disasters and other public health emergencies.



## Departments & Services

- Protect the public against the spread of communicable diseases.
- Promote healthy living and disease prevention strategies.

In the Fiscal Year 2019-2020, the Health Department continued with the fee structure for the permits being issued by the department and inspections being performed as conditions allowed. The total revenue generated was \$31,050.00. This was an increase of almost \$2,500.00 from the previous fiscal year. The Health Department changed how these fees were collected by implementing an online permitting system called View Point Cloud. This system allows for residents and businesses to apply and pay for permits required online. This has considerably

<b><u>Environmental Health Activities</u></b> <b><u>Fiscal Year 2019–2020</u></b>	
<b>Food Protection:</b>	
Food Est. Inspections	92
Food Est. Re-inspections	6
Temporary Event Vendors	59
Itinerant Vendors	46
Plan Reviews	1
Consult/Construction Insp.	70
Food Protection Investigations	13
Food Service Permits	61
<b>Health Inspections:</b>	
Daycare Facilities	9
Motel/Hotel	1
Public Pools	13
Public Pool Re-inspections	1
Cosmetology	20
Tattoo	1
<b>Subsurface Sewage Disposal</b>	
Site inspections	28
Test Holes/Percolation Tests	91
Permits – New Construction	1
Permits – Repair	5
Septic Plan Reviews	9
B100 Approvals	10
<b>Private Wells</b>	
Well Site Inspections	2
Well Permits	2
<b>Laboratory Activities</b>	
Potable Water	2
Ticks	7
<b>Complaints:</b>	
Food Protection	13
Housing	7
Water Quality	3
Rodents/Insects	9
Air	1
Noise	14
Hair/Nail Salons	4
Other	1

streamlined the permitting process for both the Health Department staff and the public.

On top of the routine activities the Health Department is responsible for during a normal year, the Health Department was responsible for the Town's response to the COVID-19 pandemic. The pandemic has served as a major shift in the Health Department's daily routine and responsibilities. Some of the additional duties taken on by the Health Department during the pandemic were to conduct daily contact tracing of positive Town residents and their close contacts; work with the local long term care and senior residential facilities to advise on case management and new procedures; distribute personal protective equipment (PPE) to local medical offices, group home facilities, home-care agencies, and Town staff as needed; and participate in CT Department of Public Health, Emergency Support Function 8, Mass Dispensing Area 31, and Long-term Recovery planning meetings. The Health Department worked closely with Emergency Management to help facilitate the distribution of thermometers to local small businesses and to participate in the many regional and state-wide meetings. The Health Department also worked closely with the South Windsor Board of Education to implement new safety measures in schools, provided education for staff on the procedures for contact tracing, and advised on positive cases as necessary within the school system.

Additional routine activities conducted by the Health Department staff included inspections of food service establishments, temporary food events, mobile food vendors, pools, daycare facilities, motels, on-site subsurface sewage disposal systems, wells, and environmental complaint investigations. The Health Department reviewed and followed up on non-COVID communicable disease reports and provided information to individuals regarding screening, treatment, and vaccinations. We educated the public on health topics and disease prevention by distributing educational materials and health and wellness information to residents.

Both staff in the Health Department attended several trainings to maintain required certifications and keep abreast of the most current inspection methods, procedures, and policies. These trainings

included Lead Inspector/Risk Assessor Recertification, Food Inspector Recertification, CT Association of Housing Code Enforcement Officials trainings, CT Environmental Health Association trainings, and several webinars covering many topics.

*Heather Oatis*  
*Environmental Health Officer*

### **Human Resources**

The Human Resources Department manages the recruitment, selection and new employee orientation for full and part-time positions. The Town remains committed to the principles of Affirmative Action and Equal Employment Opportunity, as outlined in the Town's policies.

During Fiscal Year 2019-2020, Human Resources filled 16 full-time positions and 4 part-time positions. During this Fiscal Year, the Town also had 5 long-term and extremely valued full-time employees retire. We wish Leon Clough, Fleet Services Manager; Matthew Galligan, Town Manager; Michael Gantick, Director of Public Works; Michael Rose, Assistant Building Official; and Lori Trahan, Town Clerk, all a very "Happy Retirement".

The Department is also responsible for all employee benefits plans. This includes health and dental coverage, pensions, compensation, disability and life insurance, and leaves. Other functions include the administration of the Employee Assistance Program, union contract management and negotiation, Workers' Compensation Program, OSHA Reporting, and overseeing the Federal Transit Administration's mandated Drug and Alcohol Program. The Department continues to concentrate on ACA Compliance for the present and future years.

This Fiscal Year, the Department coordinated employee training sessions that included topics such as Reasonable Suspicion Training/Drug & Alcohol Testing Regulations for Supervisors, Sexual Harassment Prevention Training, and CPR & AED Training. Usually employee trainings occur in person. With COVID upon us for a good part of the Fiscal Year, the focus of trainings needed to transfer to an online format.

The Department implemented an online time-keeping system, NOVAtime, for all permanent employees with the exception of



the Police Department, who was already utilizing a time-keeping system. NOVAtime has automated timecard imports into our payroll system, significantly reducing time spent inputting paper payroll information. It has become a valuable asset to the departments that are utilizing it.

The Assistant Town Manager/Director of Human Resources serves as the Advisor for the Health & Safety Committee, which also has a Wellness Subcommittee that she leads. They held Wellness Seminars that included topics such as Staying Fit at Work, Retirement Check Points, Aging Parents, Reducing Holiday Stress, and Social Security & Medicare. Employees also had the opportunity to participate in numerous Walking Challenges, Biggest Loser Contest, and various wellness initiatives. In October 2019, the Town had their biennial Employee Health Fair. The Town of South Windsor was once again awarded the Platinum Distinction at the Business Council of Fairfield County Healthy Workplace Employer Recognition Program. The Town of South Windsor has been re-designated as a HeartSafe Community as well as the facilities being re-designated as a HeartSafe Workplace.

Encouraging employees to take an active interest in their health by promoting wellness is not only beneficial to employees, but also the Town. Employees gain techniques to attain and maintain a healthy lifestyle so that they can improve their quality of life and have more energy and be happier at home with their family and friends. At the same time, it is also proven to increase productivity at work and reduce health care costs. "When 'I' is replaced with 'we', even illness becomes wellness!"

Providing comprehensive services and support to all Town departments and employees continued to be the main focus of the Human Resources Department for Fiscal Year 2019-2020.

*Vanessa Perry, MPA  
Assistant Town Manager/Human  
Resources Director*

### **Human Services Department**

The Department of Human Services is a multi-generational service agency whose mission is to enable South Windsor youth, families, adults and seniors to achieve and maintain personal and social well being by providing a variety of services, programs



and resources that are both proactive and responsive to the community's needs.

The Department is comprised of Adult and Senior Services and Youth and Family Services:

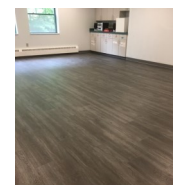
Andrea Cofrancesco  
Director of Human Services  
Liz Langevin  
Director of Youth + Family Services  
Lindsey Ravalese  
Assistant Director of Adult + Senior Services

During the Fiscal Year 2019-2020, the Human Services Department staff was continuing to offer programs and services in a variety of ways when COVID-19 put a stop to our in-person programs. That did not, however, stop staff from serving residents; rather it changed the way services were delivered.

- Youth Counselors met with students via telehealth appointments or over the phone and staff jumped right in to offer programming to youth through Zoom.
- We were the first Youth Service Bureau in Connecticut to organize a virtual Narcan training!
- Caseworkers met with residents in driveways.
- A drop box and donation bin were both installed in the front entrance of the community center.
- Those in need of food were asked to choose from a "grocery list" of needs and bags were packed for them.
- Frozen meals were provided weekly for older adults to keep them out of stores and were delivered to those who do not drive.
- Staff delivered meals on wheels daily, rather than use senior volunteers, in an effort to keep them safe and well.
- Zoom programs were offered and older adults were taught how to use this new technology.
- Phone calls were made to over 1,000 people over the age of 60 to check in to be sure their needs were met.

- Transportation was offered during the pandemic for those who needed to get to medical appointments and grocery stores, one by one on our bus. Safety was and continues to be our first priority.

The community rallied around those in need by offering food and monetary donations, and by volunteering to go grocery shopping, making phone calls and donating homemade masks (1,000!) and more!



Enhancements of the building continued with a new floor for the senior lounge (funded by Friends of the South Windsor Senior Center) as well as push buttons for entrance

into one men's and one women's room for easier access for those with walkers and wheelchairs.

### **Adult & Senior Services Division**

The Adult and Senior Services Division of Human Services consists of two integrated components; Social Services and The Senior Center. This report reflects the activities and accomplishments of both components of this division for Fiscal Year 2019-2020.

#### **Social Services Overview**

Social Services encompasses case management, advocacy and referral services for South Windsor adults and older adults in response to their economic, recreational, social and emotional needs. This service allows for comprehensive assessment, service provision, the avoidance of service duplication, and premature institutionalization. Staff works with a variety of homecare agencies, the police, local hospitals, state agencies, civic, religious and school groups.



*Labyrinth made by an Eagle Scout  
near our Food Bank Garden*

## Departments & Services

The Division administers several programs that benefit South Windsor residents. These include the private Food & Fuel Bank and Special Needs Fund, the processing of Fuel Applications for the State Energy Assistance Program, Operation Fuel Program, United Way Shelter Grant, Salvation Army Funds, and Holiday Basket Programs which includes food baskets for Thanksgiving and toys and clothing items for children and senior citizens in December.

Other services provided by the Division include family meetings, service coordination, Outreach home visits, information and referral services, Meals on Wheels, Friendly Shopper Program, Community Restitution Program, Recreation Subsidies, CHOICES Medicare Counseling and more.

The Human Services Director serves as South Windsor's state mandated Municipal Agent for the Elderly.

### Social Services Programs

#### Social Services

Case workers are available to assist residents in applying and advocating for local, state and federal programs. Social Services programs include but are not limited to the following:

- Advocacy
- AARP Income Tax Assistance
- Case Management Services
- Driver Improvement Classes
- Special Needs Fund
- Food & Fuel Bank
- CEAP Fuel Program
- Renter's Rebate
- Property Tax Relief
- Caregivers Support

- Husky Medical
- CRT Meals-On-Wheels
- Flu Clinic/Health and Safety Fair
- At- Risk List
- Operation Fuel (Warm Thy Neighbor)
- Friendly Shopper Program
- CHOICES Counseling (Medicare Options)
- Social Day Program (CARES)
- Holiday Food/Gift Baskets Program
- Homemaker Program

A brief overview of numbers of South Windsor residents served is as follows:

- 312 CEAP Energy Assistance Applications Processed (196 elderly; 38 disabled).
- 134 contacts for assistance with Medicare Part C & D.
- Intake 100 Homeowners Tax Relief and 210 Renter's Rebate Applications.
- 106 applications totaling 208 persons used the private Fuel Bank.
- 20 applications totaling 60 persons were assisted through Operation Fuel.
- 175 families used the Food Bank serving over 414 people.
- 182 Thanksgiving baskets were distributed benefiting 401 people.
- 63 families with 135 children received Holiday gifts along with 40 Seniors.
- 31 families with 50 children received backpacks and shoes from a cooperative program with Salvation Army and local businesses.
- AARP Tax Preparers did 181 returns before the season was cut short due to COVID-19.

#### Outreach

Social Services, with multigenerational older adult family caregivers, extended support and professional caregivers and affordable housing are of primary concern to those seeking help from Social Services. Cases are managed with an intergenerational approach. Advocacy and/or a coordination of services for these clients coupled with applications for entitlement programs, short-term crisis intervention & social contact in the continuum of care is the primary focus of the outreach component of Human Services.

During this fiscal year, a total of over 115 home visits were made by social services staff, with visits eliminated for 3.5 months due to COVID-19. An At Risk List, which consists of names of residents with chronic health issues, are homebound, or have little to no family in the area is maintained so that residents can be alerted when a shelter is open in Town. Almost 80 names are included on this list.

Recreation Therapy is offered to a special population of older and frail elderly through the 'CARES' (Center Activity, Recreation, Education and Socialization) Program. This program meets five days per week, 3 hours per day and offers older residents with physical or cognitive losses social stimulation and supervision. A primary community support service that prolongs one's ability to remain in the community, it also provides respite for caregivers. The program accommodates 16 participants. Due to COVID-19, this program was shut down for 3.5 months this fiscal year and as a result, 2 participants were placed with family due to the lack of structure, socialization and cognitive programming the CARES program provides.

#### Senior Center

The North Central Area Agency on Aging has designated the Senior Center as a Focal Point for Older Adults, as it is a multi-purpose center, providing a program of health, recreational and educational activities for residents aged 55 and over. The Senior Center offers programming during the day, evenings and weekends each month.

My Senior Center, a web-based program for management of program sign-ups, allows staff to maintain computerized lists for ease in registering seniors for activities and tracking statistics.



*Sold out senior party*

#### Statistics for Fiscal Year 2019-2020:

- 19,000 swipes through March 13, 2020.
- 1,500 regular users, 4,957 registered in "My Senior Center" computer program.
- 467 participants in physical fitness activities swiping over 6,200 times which includes 50 people participating in twice a week light aerobics and 80 people attending Silver Sneakers classes twice a week.
- 68 social and educational programs were offered with a total of 1715 attending.
- 8,818 hot meals were served to seniors 60 years of age and older every day except holidays and weekends. This includes the "grab and go meals" that were available weekly during COVID-19.
- 1,591 (over 450 unduplicated people) trips to museums, theaters and restaurants.
- 51 people attended overnight trips to Atlantic City/Cape May, Scotland, Maine, Dover Downs and a New York Dude Ranch.
- 125 participants in Art classes.
- 325 participants weekly in on-going games including dominoes, cribbage, setback, bridge, hand and foot, mahjong, poker, LCR dice and rummykub.
- 12 Gazebo events consisting of over 300 participants.
- 1,091 unduplicated people attended trips and on site events combined.
- 7 Safe Driving classes were offered with 118 attending, which saves money on insurance for older drivers.
- 137 people joined a variety of Zoom programs including educational and social, and 295 participated in daily

Zoom exercise classes since March 13, 2020.

- 4 Facebook Live programs were offered including trivia and games.
- Over 1,000 masks were distributed to older adults, which were donated by community members.

The Senior Center "Senior Connections" is a monthly publication mailed to 2,200 households and to over 500 people via email. In addition, the newsletter is on the Town's website. Beginning in April 2020 a weekly email was sent to over 600 people to serve as a reminder of a variety of zoom programs, information on local resources and more.

#### Special Activities at the Senior Center

- 75-150 participants attend special events that are held to correspond with holidays such as Memorial Day, Veteran's Day, Mother's and Father's Day, Halloween, Christmas, etc.
- 85 trips were offered for those 55 and over including to theater shows, adventure club offerings, restaurants and more with a total of 1591 (duplicated) participants. Over 30 trips were cancelled as a result of COVID-19.
- Over 158 people attended the annual senior picnic, one of our biggest events of the year.
- 150 attended a 40th Anniversary kick off dinner with speeches, games, raffles and a catered dinner. The planned monthly events to celebrate this special year were cancelled due to COVID-19.
- Senior Parade over 8 days to senior housing complexes and countless streets to say "hi" and connect with seniors during COVID-19.

- 1,500 children were read to in four out of five elementary schools utilizing 35 volunteers, with over 100 books being donated by a Youth and Family Services grant and local businesses.
- The Senior Center's Adventure Club continues to offer more active programming for younger seniors. Ziplining, white water rafting, hiking, rail explorers, horseback riding and kayaking are just a few examples of trips offered.
- An Aging Mastery Grant program was offered with 17 attending a 10-week comprehensive program that celebrates the gift of longevity. The program combines goal setting, daily practices and peer support to help participants make meaningful changes in their lives. Topics included: Navigating Longer Lives, Exercise and You, Healthy Eating and Hydration, Falls Prevention, Medication Management and more.
- A Tai Ji Quan for Better Balance program was offered through a grant for a second time. This exercise class incorporates Tai Chi movements for better balance and strength to decrease the risk for falls in older adults. 24 people were served in two sessions that met twice a week for 6 months each.

#### Health, Wellness, & Safety

##### Health and Wellness:

A major health emphasis continues to be made to provide wellness clinics and informational talks. The Town of South Windsor contracts the Visiting Nurses & Health Services of Connecticut, Inc. to check blood pressure and blood sugar and talk about general health. In addition, guest speakers are brought in on a variety of topics of interest.

- 438 served at weekly Elder Wellness Clinics at Senior Center and monthly at one Low Income Housing site.
- Over 200 attendees, 99 flu shots and 25 vendors at the 9th annual Flu Clinic/ Health and Safety Fair.
- 195 were served at a monthly Foot Clinic.
- 77 served in Ear Wax Clinics and Hearing Clinics.
- Over 400 attended 18 seminars on health related topics including nutritional talks, oral health, mindfulness, stress management, diabetes, and pain management.



*Silver Sneakers Exercise Classes Overflowing!*



## Departments & Services

- New massage services were offered this year including therapeutic massage, shiatsu massage and reiki for a total of over 250 appointments, 12 contacts at a monthly info session.
- A cooperative effort with the American Legion Post 133 resulted in a monthly veterans coffee hour with 107 attending throughout the year.

### Physical Fitness and Exercise Programs:

- 19 exercise classes were offered (mostly weekly) with a total of over 250 participants which provides older adults with a safe, non judgmental location to stay healthy. Classes include chair and mat yoga, tai chi, strength training, light aerobics, line dancing and silver sneakers classes.
- 295 engaged in Zoom exercise programs, which were offered weekly at no cost to participants.
- 55 regular participants with an email distribution of over 100 in the Pickleball Program, a cross between badminton and tennis is held at Timothy Edwards Middle School and the Board of Education building.
- 8 walkers meet twice weekly at Nevers Road Park.
- Silver Sneakers, an insurance based exercise program, continues to bring in new people. This is offered at no cost if seniors' insurance participated in Silver Sneakers or at a low cost of \$2 per class. 3 classes, offered twice weekly, served 110 people.
- Fit for Life Fitness Center with state of the art equipment including cardio and resistance training equipment has been in operation for two years, at a minimal cost for South Windsor residents 55 and over. 78 members are registered.
- Chair Volleyball had a successful first year with 25 participants weekly!

### Safety:

The South Windsor TRIAD, which consists of local law enforcement, the business community, and the senior center, continues with the focus on senior safety, including:

- 76 attended programs on scams, fire safety, yellow dot program and police officer talk.

- 191 people (a record!) came to have items shredded at our annual shredding event.

### **Transportation**

Transportation is provided for the Senior and Disabled population via four lift equipped buses. The Center, through its transportation system, offers two local shopping opportunities per week, three mornings per week for errands, and twice weekly mall/Vernon trips. Rides to medical appointments, including dialysis, five times a week is offered to various towns and was expanded during this fiscal year to meet the demand for transportation to Glastonbury.

- 50,765 passenger miles for the year were provided for Seniors & Disabled residents which also included daily trips to Manchester Sheltered Workshop.
- 801 rides to medical appointments were provided.
- 14,434 trips were made.
- 536 unduplicated people used the service.

### **Volunteers**

Programs within the Adult and Senior Services Division would not exist without the commitment of dedicated and tireless volunteers:

- 264 total volunteers in variety of programs: reading in the schools, friendly shoppers, flu clinic volunteer staffers, newsletter collators, activity coordinators and trip captains, food bank volunteers, telephone reassurance and more.
- 55 volunteers in the meals on wheels program, providing not just meals but much needed socialization and a check in to be sure people are safe.
- 34 volunteers in The Community Service Group, in its eighth year: services and projects for South Windsor and the surrounding towns including making

sandwiches for the homeless, baking for homebound seniors, hosting a blood drive, adopting a family and more.

- \$80,562 annual cost if 264 volunteers donated just one hour per month, at the national rate of \$25.43 an hour.

*Andrea Cofrancesco*  
*Director of Human Services*

### **Youth and Family Services Division**

"Creating and fostering opportunities for South Windsor youth and their families to learn and grow in positive ways."

The Youth and Family Services Division of Human Services provides support services and programs for youth and families of South Windsor. These services include positive youth development programs, prevention and wellness initiatives, short term counseling and referral services, therapeutic and support groups, juvenile justice programs, parent education and support.

South Windsor Youth & Family Services is one of 102 Youth Service Bureaus that serve 145 across the state of Connecticut. We receive funding through the Department of Children and Families as well as federal and state grants.

### **SWAN Parent Education and Support**

The South Windsor and Neighbors Program (SWAN) provides parenting information and support programs to families in South Windsor and surrounding communities. The goal of the program is to promote positive parenting and awareness of issues facing today's families and children.

SWAN programs follow the National Extension Parent Education Model, which emphasizes care for self, understanding, guiding, nurturing, motivating and advocacy.



*Rising Stars Summer Community Service July-August 2019*

This year we shifted our focus to create a position that could do both Parent Education and counseling for youth. This was due to the increased demand of supportive counseling services for youth.

Because of this shift, we dedicated some of our annual Department of Children and Family (DCF) grant funds to develop a contractual relationship with Peace At Home Parenting, LLC. With these funds we have covered the cost for all South Windsor residents to attend live and recorded webinars/classes on a variety of topics relating to parenting and raising children. The webinars have covered topics from "Being your Young Child's Emotional Coach" to "Parenting Teens: Power Struggles or Effective Discipline". They even created webinars specific to COVID-19. It is Parent Education on demand, which is helpful for the many working parents that were not able to attend programs or come in to meet with our parent educator in person.

### The South Windsor Teen Center

The South Windsor Teen Center is a safe, supervised and substance-free environment where youth can socialize and engage in healthy activities.

The Teen Center serves any South Windsor youth in sixth to twelfth grade. The Teen Center celebrated 30 years of operation in 2019!

The Teen Center is open Monday, Wednesday & Thursday from 2:00 p.m. to 4:30 p.m. for high school students and

Tuesdays (through TEMS Matinee program) and Friday from 6:00 p.m. to 9:30 p.m. for middle school students.

In addition to recreational activities, we also provide opportunities for substance abuse prevention/education and wellness activities.

This year, our Teen Center Program Coordinator began a successful social skills group for middle school students that met once a week for eight weeks. The students came to the community center by bus to spend their afternoon socializing and building on their social skills "tool box".

In Fiscal Year 2019-2020, the Teen Center Youth Council, our High School volunteer group continued to stay busy with over 20 youth volunteers throughout the year! Students regularly lend helping hands at various events in the community or surrounding towns.

During the month of October, the Teen Center Youth Council hosted events in recognition of Red Ribbon Week, a national drug and alcohol awareness and prevention campaign. This year, Youth Council Members decorated the Teen Center with candy, red bracelets and created a sign in support of this year's theme - "Send a Message, Stay Drug Free". Members also created a "Jeopardy" style game with facts about drug use and abuse and handed out head phones with the theme printed on it to all participants who attended the Teen Center that week.

The Youth Council is also pleased to continue its connections with the SW Senior Center and Food Bank, willing to assist and be a part of various events throughout the year. While we had to get even more creative to connect and provide opportunities in the Spring of 2020, we did it! The Youth Council met weekly through Zoom and worked on projects like writing letters to homebound seniors. Some Youth Council members have also been working on spreading gratitude and positivity by sharing helpful ways they are coping (to share with other teens, families, etc. via Teen Center's Facebook page) and by creating thank you cards for frontline workers - first responders, health care workers and grocery store staff. These activities have helped to keep our youth council members connected with their community, while at the same time, allowing their leadership skills and compassion for others to shine.

In January of 2020, the SW Food Alliance for their effort and time volunteering at the SW Farmers Market recognized The Teen Center Youth Council along with the SWHS Interact Club. Youth volunteers and their caregivers were invited to attend the event. The significance of community involvement and teamwork was highlighted, along with hearing stories about "favorite moments" from the market.

The Teen Center does a year round fundraiser by collecting empty cans and bottles. The money collected from the 5 cent deposits goes back to the Teen Center and towards a charity selected by the Youth Council. The Youth Council group is responsible for sorting the cans and is very appreciative of the collaboration with the SW Project Worth Transition Academy - as their group helps out tremendously by bringing the bags to the redemption center. In December, the group raised over \$100! Residents can drop off their empty cans and bottles at the Teen Center anytime throughout the year.

Summer 2019 at the Teen Center was all about the Rising STARS Community Service program! South Windsor middle school and high school youth were busy with 8 weeks of teambuilding and community service projects. We are so appreciative of Town staff for supporting this project-this year we had the opportunity to collaborate with Parks and Recreation, SW Police Department, SW Fire Department, SW Food

### South Windsor Youth & Family Services CARES about YOU and your FAMILY!

*We know that your lives have changed a lot these last few months and we are here to support you. Here are some ways to keep alcohol & drug prevention a part of your family conversation, and tips on how to decrease stress and stay healthy.*

#### Start the Conversation

Now is a great time to **talk with your kids, your family & friends about preventing drug and alcohol addiction.**

- ♥ When having a conversation, remember to **keep an open mind** & ask open-ended questions.
- ♥ Kids say that when it comes to drugs and alcohol, their **families are the most important influence**. So keep talking... and listening! Be clear and honest about your expectations. If you have a family history, talk to them about it.
- ♥ The human brain does not fully develop until about age 25. **Experimenting with drugs or alcohol during this time is risky to developing brains.** Studies show that people who start drinking before the age of 15 are 50% more likely to become alcohol dependent as adults.
- ♥ Be clear that they are **not allowed to use alcohol and drugs** and then explain WHY... because you love them, because these substances can be dangerous and addictive and because it is illegal.
- ♥ For resources and talking points: Go to [www.drugfree.org](http://www.drugfree.org), [portal.ct.gov/dmhas](http://portal.ct.gov/dmhas), or [www.kidshealth.org](http://www.kidshealth.org)

#### Some simple things that you can do to help your family & friends.

- ♥ **Get unnecessary medication out of your house.** A medication drop off box is in the lobby of the S.W. Police Department, 150 Nevers Road. Drop off with no questions asked.
- ♥ **Reach out for services.** Getting a family member connected to counseling can help tremendously.
- ♥ In CT, it is against the law to knowingly permit any minor to possess alcohol. **It is not safe to let your teen and their friends drink in your house**, so make very clear rules. Communicate with your teen about the dangers and the consequences



Postcard sent to families in South Windsor



## Departments & Services

Alliance, the Senior Center, and the SW Food Bank. Other projects included working with the Wood Library at the Nowashe Village, Bordua Farms on Main Street and fun field trips on Fridays.

### School Outreach

Youth and Family Services shares a long-standing, collaborative relationship with South Windsor High School and Timothy Edwards Middle School. In addition to the programs described here we also provide positive youth development programs, support groups and counseling services to South Windsor Schools.

A record number of incoming 6th graders participated in the "Moving On Up" program at Timothy Edwards Middle School. 103 students participated in this program. SW Youth and Family Services provides the program so that students can come to TE during the summer to take an additional tour, practice lockers, have last minute questions answered and get excited for their journey into middle school.

Our School Outreach Coordinator is a co-adviser for the Students Against Destructive Decisions (SADD) Club at SWHS. A large group of 97 students provided prevention activities, community service and education opportunities throughout the year. Some highlights included the seat belt/phone check, Unity Day, Drug and Alcohol Prevention programs, Distracted Driving awareness and the Prom Promise. Even during the COVID-19 shutdown, we were

able to award 5 scholarships to deserving graduating seniors that have been involved with the group. The SADD Club highlight this year was the "SADD Makes You Happy Day", which is held on or around Dec. 14th each year. It is an opportunity to turn a very sad day in CT history into sharing kindness with others. The students made treats for all staff, greeted students and gave out candy canes, gave flowers to the cafeteria staff, gave treat bags to all bus drivers, shared positive sticky notes and hid surprise gifts throughout the school. It is a day to connect with others and show gratitude.

The Jump Start Tutoring Program had more than 90 TEMS & SWHS students involved in the program throughout the year. SWHS students volunteered their time to come to the middle school once a week to help students' complete homework, study for tests and work on projects. The partner teams gained so much from being involved in the program.

The Healthy Living Fest during "Healthy Living Week" is for middle school students. We had 60 6th graders stay after school to learn about healthy ways to reduce stress that we can utilize to work through our stress. Our School Outreach coordinator planned and a speaking engagement for parents with SRO Tina Roy on social media safety.

Some other highlighted programs and activities offered through School Outreach:

- "Make a Difference" summer community service program.
- Providing outdoor experiential education to the Rising Stars summer camp.
- Mentoring program provided a group of students at TEMS and SWHS with adult mentors from the community.
- Co-leader of girls group at TEMS.
- Parent education programs in collaboration with the SW Police Department and the School Resource Officers.
- Co-Advisor for the "Be the Change" Club at TEMS.
- Collaborate with TEMS staff to provide activities including prevention gardening, Unity Day, It Starts With Hello Week and Healthy Living activities.

### Youth Counseling & Positive Youth Development Programming

Our Youth Counselors are available to meet with individual youth and/or families confidentially for supportive counseling. Our three part time counselors and our director, all Licensed Clinical Social Workers, offered the following therapeutic and psychoeducational groups and programs in 2019-2020:

- Mother/Daughter Circle
- Moving On Up
- Anxiety Management group
- Girls Circle group



Healthy Living Fest 2020 at TEMS



Friendsgiving at the Teen Center



Bottle and Can sorting for Teen Center fundraiser



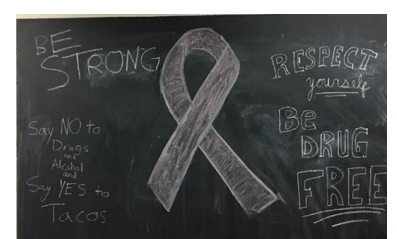
SADD seat belt check  
September 2019



SADD makes you happy day



Youth Council and SWPD on  
Random Acts of Kindness Day



Red Ribbon Week-  
Drug Free at the Teen Center



- Conflict Management group at TEMS
- Mindfulness Based Stress Reduction for Teens
- Support group for Alternative Ed students
- Psychoeducational groups as an alternative to suspension
- Mentoring group

In March of 2020, Youth and Family Services hosted a Behavioral Health Provider meet and greet. This is the second annual event of its kind. We had over 20 mental health professionals join us to learn more about what a Youth Service Bureau is, what we do in South Windsor and how building connections to other mental health professionals will help us in our mission to support our families the best way that we can. Even with three part time youth counselors, we keep a small waitlist for services, so we are looking to expand our list of professionals that we are able to refer families to.

In addition, our counselors:

- Took part in TE's Community Cares Day (fall 2019) and worked with School Outreach Specialist to welcome 600+ incoming 6th graders to the school with ice breakers and team building activities during this half-day event.
- Observed National Get Organized Month by putting together a 3-part series on Organizing Talks for Adult & Senior Services.
- Quickly pivoted during this pandemic from in-person counseling sessions to telehealth sessions with all clients, including conducting intakes and family sessions remotely during the 2020 spring/summer season.
- Had fun putting together informational YouTube videos for the Youth & Family Channel to provide support to our families during the shutdown (Spring 2020).

In November of 2019, we hosted "How to Help in a Crisis" a community Narcan and Question, Persuade and Refer Suicide Prevention Training. We had 35 community members attend and get training on how to administer Narcan and how to help someone who may be contemplating suicide. We had 211 resources as well as Intercommunity there to provide information on their programs. John Lally, APRN

facilitated the training. This was free to the public, thanks to grant funding that we received through the Department of Mental Health and Addiction Services.

*Liz Langevin, LCSW  
Director of Youth & Family Services*

### Information Technology

The Information Technology Department continues to support all of the Town Departments while also working on other IT-based initiatives throughout South Windsor.

The shared services agreement between Coventry, Tolland, Andover, and South Windsor was renewed for another year. This agreement continues to be a successful, working model for regional cooperation.

IT has made additional strides in the growth and enhancement of the Town's digital infrastructure. We are now only one leg away from having a complete fiber optic network ring. This will improve the redundancy and reliability of the network. In addition, we completed a fiber run to the new Eli Terry school, which will greatly improve the emergency services communications capability at that site.

COVID-19 caused the IT department to completely shift all of our efforts. Without notice or planning, we needed to provide the ability to have a large number of our staff work from home, conduct virtual public meetings, and allow the public to participate in those meetings utilizing an analog, copper phone line. We simultaneously continued to support on-site operations while maintaining business continuity for all staff working remotely.

We configured, distributed, and supported numerous devices, while adhering to COVID-19 safety protocols. This included exchanging devices without contact among staff, quarantining devices for a set period of time to ensure there was no cross-

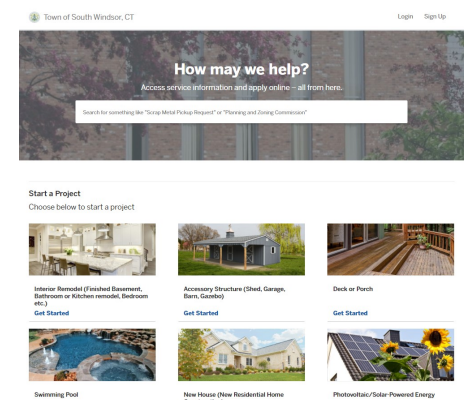


contamination, and diligent use of personal protective equipment as well as cleaners and sanitizers.

The Information Technology department worked with an A/V vendor to plan improvements to the Town's GMedia systems. We developed a proposal, completed the application, and submitted it to the State of CT for the Public, Educational, and Governmental Programming and Educational Technology Investment Account Grant. We were awarded the full amount requested and will be working in the near future to purchase equipment and implement those improvements with the vendor.

In conjunction with several other departments, IT facilitated the implementation of online permitting. Residents can now visit our website and apply for numerous permits without having to come to Town Hall.

In addition to online permitting, IT also began the implementation of a Town-wide document management solution.



Cybersecurity continues to be an ongoing priority. We are still providing monthly security lessons to our employees while implementing new and improved applications and appliances to improve network security and mitigate potential threats from both inside and outside our network.

The IT department continues to utilize the Emergency Operations Center for drills, training, and demonstrations. IT supported, as well as took part in, the Governor's 2019 Emergency Planning and Preparedness Initiative. We "activated" and worked out of the EOC Command center for the duration

## Departments & Services

of the exercise. Leveraging our contracts with the other municipalities, we were able to share the expenses for an Emergency Management application. We then utilized our Command Center for training the employees from each of the towns.

We continue to research and implement new technology that will positively affect Town staff as well as the residents of South Windsor.

Scott Roberts, CGCIO, GISP, MPA  
Assistant Town Manager/Chief Information Officer



### **Parks & Recreation Department**

PHONE NUMBER: 860-648-6355  
HOTLINE: 860-648-6349  
FAX: 860-648-5048  
recreation.southwindsor.org

Fiscal Year 2019-2020 marked our first decade as the re-structured Parks & Recreation Department, and as such we continued our on-going efforts to better connect the programming component and the care and control of the park maintenance operation. Our ultimate goal, and mission across both divisions remains the same - providing enhanced customer service and exceptional experiences through quality programs and facilities. In addition to the 400+ recreation programs (accommodating tens of thousands of participants) delivered by the Recreation Division annually, we were responsible for the regular care of all public parks, athletic fields, school grounds, open spaces and public properties (like the grounds of Town Hall, Library, Police Department, etc) through the Parks Division. We hope we have successfully displayed pride in our people, parks and programs!



*Dedication of Porter's Hill with the Collins Family on a beautiful August 15th evening*

The following is a recap of our highly successful tenth fiscal year of joint operations. Some highlights of our accomplishments that exemplify our continued commitment to Parks and Recreation to benefit our residents are outlined below. Once again, we hope you have experienced and appreciate at least one of a number of changes or improvements to your Parks & Recreation operation over the past year.

- Without question, the COVID-19 pandemic that hit us mid-March had devastating impacts to programs and services we typically deliver every Spring season. The complete lock-down triggered 100% cancellation of in-person programming, administrative staff working from home, our parks crew split in half and working alternating week shifts while forced to stay home on opposite weeks, and the wholesale elimination of all Spring sports schedules and all community special events. Traditional popular large-scale events like the May 2nd Paws in the Park, Armed Forces Day Picnic in the Park, May 16th, CT Trails Day on June 7th; and the Strawberry Festival, June 13th sadly vanished. Other greatly anticipated programs that disappointingly fell victim to COVID-19 cancellations included: the customary MAX Challenge Day of Giving March 21; our third annual Mom/Son Dodgeball March 27th; our 49th Annual Egg Hunt on Fri., April 10; the 36th Annual Fishing Derby scheduled for April 19: May the Fourth Be With You (May); our fifth annual Trails for Charities - Our Trails, Your Cause May 17th at Nevers Park; the opening of VMP Memorial Day weekend (delayed until July 6); the annual SW Community Chorus Concert, June 6th; and the first-ever Egg-Streme Flashlight Egg Hunt for Adults scheduled for April 9th.
- Although we were unable to offer our traditional recreation programs and events at this time and truly believing that "In the middle of difficulty lies opportunity" we have brainstormed, planned and were proud to announce our newest program - "Recreation Inspiration"! Each week we offered free fun activities that can be done at home to keep families safe, active and engaged during this unprecedented stay-at-home, social distancing phenomenon. We also posted on-line resources of things to do to keep families engaged, as there are many wonderful opportunities offered by other organizations, museums, etc. The mental and physical state of our residents was at stake and we pledged to do what we can to help mitigate this difficult and stressful time. Folks were encouraged to check our Facebook page for a new activity posted at 10:00 each Thursday morning.
- For nearly 5 months we met weekly every Wednesday at 9am via Zoom with the recreation division administrative staff. It was critical to stay connected as a full team in light of work-from-home isolation and separation, and to assure everyone was on the same page and that we were indeed "alone together".
- And we weren't the only ones impacted. The usually busy last weekend in April, the 25th & 26th the boys youth lacrosse annual Robin Klemba Memorial Bobcat Blast tournament at Rye St. Park; girls youth lacrosse tournament at Nevers Park, and opening day celebrations for SW Little League at the Ayers Road Complex - all cancelled due to COVID too.
- Wapping Re-Purposing - After incredible challenges and delays we finally completed remodeling the Cafeteria into a Banquet facility only to be shut down due to COVID-19, and as such we were not able to implement the over-due and greatly anticipated rental opportunities for our residents.
- Summer Camps - We had maximum camp enrollments summer of 2019 in our "Fab Five" ACA programs: Adventure Unit,



*Our talented crew comes through once again as they completed in-house construction of the stone and paver patio at the new restroom facility at Nevers Park.*





Camp Discovery, Junior Adventurers, Little Explorers and Trailblazers all housed at Wapping!

- Prepared Porter's Hill for official dedication on August 15th, complete with removal of excess woody growth, invasives and dead and hazardous trees along Plum Gulley Brook, new sign designed, fabricated and installed by our parks crew, and a paved path from Nevers Road to a new footbridge!
- Back by popular demand we ran our tenth annual Pooch Plunge, re-named Doggy Dips, providing approximately 200 canine companions an opportunity to enjoy the refreshing waters at VMP two day after closing to the general public on Tuesday, August 27. With helpful public input, we restructured the event so smaller dogs 45 pounds and under could attend unafraid from 4-5:30pm and larger dogs over 45 pounds could then reign from 6-7:30pm, and this was well-received!
- Grinchmas - Over 300 People attended our third annual Grinchmas celebration Friday, December 6 from 6:30-8:00 PM at the Wapping Parks & Recreation Facility! Children participated in Grinchy games and activities, met the Grinch himself, and watched a special screening of the classic cartoon version! Many thanks to PM Pediatrics Urgent Care for sponsoring Grinchmas!!
- Re-constructed infield at Rotary Baseball Field, including stripping old turf, distributing new material; laser-grading to correct drainage problem, and laying fresh sod.
- Constructed and on February 28th we launched a new website for a cleaner user-friendly easy to navigate on-line experience that dovetailed with our RecDesk registration software system.
- The SWPRD 50th Anniversary Celebration on Saturday, September 14th was a near

wash out as unexpected torrential rain squalls nearly shut us down completely. Fortunately the most spectacular 3-D fireworks display to ever hit the South Windsor skies was able to launch on time in a much appreciated break in the weather.

- Merry & Bright Holiday Lights Contest - 16 participants got into the holiday spirit with a friendly, festive and free competition in our third annual Merry and Bright Holiday Lights Contest with judging by our enthusiastic administrative staff the evening of Dec. 12th! Five winners were awarded crisp new \$100 bills in the categories of: Brightest, Classic, Most Holiday Spirit, Dazzling Display and Best Overall. Transportation of the judges was proudly provided by event sponsor Lindsey Limousine, providing customers with superior transportation for every occasion! See winner photos below!
- Renovated the outdoor basketball court at Wapping with new surfacing, hoops and LED lighting.
- Pre-School - The recent population explosion has impacted the demand for our highly respected pre-school classes and in response we have added another classroom and instructor to expand our offerings for these precious little ones! The Preschool Teachers put together a video tribute for their preschool families! They shared hellos and heart-felt wishes to all of their 150+ preschoolers! The video was very well received by families, who reported that their children were so happy to "see" their teachers during the COVID crisis putting a wrench in their normal program.
- A beautiful new row of nine Crimson King Maple trees were planted at Rye Street Park.
- Our second annual Trailblazer Poker Ryed was successfully held at Rye Street Park on Saturday, September 14th from 1-

3pm. Forty registered mountain bikers tackled the 4 miles of mountain bike trails built by our parks crew! Along the ride bikers stopped at check points to draw a playing card - the highest random poker hand was the lucky winner of a \$200 cash prize! This was not a competition, just pure family fun proudly co-sponsored by The Bike Shop, CT Valley Brewing Co., and SW Walk & Wheel Ways!

- Skate Park Phase II project that began on October 7th was successfully completed on November 8th by contractor, American Ramp Company who successfully built Phase I for us back in 2014. Despite weather related delays we only missed the desired completion goal of November 1st by one week! Site restoration was done in-house, park was opened for use for Thanksgiving to allow for stabilization of hydro-seeding and an official ribbon cutting was done on a bitterly cold Saturday, December 7th at 10am.
- Due to an unexpected mosquito infestation with "EEE" (Eastern Equine Encephalitis) our second annual "Porters on Porter Pumpkin Roll" on the new Porter's Hill, Friday, October 18th from 5-8pm was unfortunately forced to cancel to comply with precautionary outdoor evening curfews. This misfortune opened the door to our creative reactionary measure - the creation of the HallowEEEn Hullabaloo!
- HallowEEEn Hullabaloo - This event was quickly created in response to all the outdoor fall events and programs that had been canceled due to health and public safety concerns related to the "EEE" virus carrying mosquitoes discovered in Town. Upon the great suggestion of Assistant Director, Keri Montague we decided to host an indoor trick-or-treating event for our 06074 community especially since we did not know the status of conditions that might



Custom designed and fabricated "Bone Bench" for our Tyler Memorial Bark Park!



Overgrown area behind the Bark Park at Nevers - during clearing efforts



New privacy fence for an abutting neighbor to Veterans Memorial Park



EEE threat forced park closures. 45 signs made & posted within 24 hours.



## Departments & Services

affect trick or treating on Halloween night. We were pleased and proud to say HallowEEEn Hullabaloo provided a AAA experience for our residents plagued by a challenging, frustrating and disappointing EEE Fall season!! Community response was truly unbelievable! 25 interior doors were creatively decorated for the holiday over the weekend and then on Sunday evening Oct. 20 staffed by costumed volunteers from a variety of civic organizations, school groups and businesses. In age appropriate groupings between 4 and 6:45pm 509 kids, accompanied by 534 adults, totaling 1,043 people visited our Hullabaloo collecting most of the \$1,500 worth of treats, and all left with a smile! Thanks to all the wonderful volunteers for stepping up to support this spontaneous event. All the doors looked fantastic and the excitement level was through the roof! We also want to thank Imperial Oil, Propane, Plumbing & Heating for stepping up to sponsor this HallowEEEn Hullabaloo event!

- Haunted Torch Walk, Saturday, Oct. 19th – cancelled as well due to EEE.
- Refurbished the letters on the “Welcome to South Windsor” gateway signs by I-291 and Rt. 5.
- 4th R Before & After School Program – Year 13 of this incredibly popular program began on Wednesday, August 28th with full enrollment at all four sites. September enrollment was once again strong with 218 participants in the morning and 226 after school across the four sites with 25 individuals accommodated on Early Release Wednesdays in support of the BOE professional development schedule. The staff spent the afternoon of Tues., May 26th “zoom-ing” with 4th “R” families! Participants from each 4th “R” site were given the opportunity to sign up for a

specific time slot in which they would be able to video chat with the 4th “R” staff. Nearly 50 4th “R” families and over 30 staff took part in these calls. Both the staff and the kids really enjoyed connecting and catching up virtually during the COVID crisis putting a wrench in their normal program.

- Construction of the Nevers Park restroom project in partnership with the SW Rotary club was successfully completed! With the ability to heat up to 50 degrees, an electronic and remotely controlled access system and surveillance cameras the facility officially opened after a successful well-attended ribbon cutting ceremony on Tuesday, August 27th at 6:30pm. The first of its kind in Town, restrooms will be opened year-round, 7 days a week from 5am to dark to service the athletic fields, park visitors and Porter’s Hill.
- Caught Being Kind - We launched a new initiative called “caught being kind!” In an effort to focus on good deeds and acts of kindness in a world all too often full of negativity, we recognized those who help their neighbors known and unknown. Any resident who witnessed kind acts, or were on the receiving end of the kind acts, submitted the people who do them along with a description of the kindness shown by sharing them via email to [rec@southwindsor-ct.gov](mailto:rec@southwindsor-ct.gov), or calling us at 860-648-6355. Approved nominees then had a sharp custom heart-shaped sign placed on their front lawn by our “clandestine kindness crew” to let others know that a “good deed doer” lived there! We also posted all those recognized on a huge heart in the lobby of our Wapping Parks & Recreation facility! 203 deserving nominees were so recognized by the end of the program on November 22nd.
- We proudly welcomed five new employees to our staff this year – most replacing former employees who moved on to new

endeavors or relocated. Ashley Casiano joined as Recreation Supervisor replacing Sarah Robinson who recently left to pursue a career in the non-profit world. Ashley, who is “home-grown”, is responsible for our youth and adult sports leagues and programs. Leah Margelony joined our team as our new Customer Service Clerk and is our first point of contact with residents and promises to step up our front line experience. Ben Bedard joined our parks crew as a Maintainer I, filling the vacancy created when we promoted Dave Turkington to Parks Manager. Matt Silvia, who was temporarily filling in as our part time groundskeeper, was promoted to Maintainer I to replace Tom Kuehlewind who relocated with his family. And, Nancy Glynn replaced Recreation Supervisor Lauren Bent, who likewise relocated with family. She will be responsible for the aquatics operation at VMP in the summer and health, fitness & wellness programs throughout the year. We are super excited to have these individuals on our team!

- Our Annual Skate with Santa event held at the South Windsor Arena on Saturday, December 7th from 4-5:30pm attracted 130 folks who enjoyed free admission and donated 80 new unwrapped toys for distribution to needy families by Human Services. Thank you to sponsors Dzen Realty & Dzen Commercial Roofing!
- Letters to Santa – The final count of letters received and responded to was 289! From December 2nd to December 18th kids placed their letters in Santa’s mailbox located at Nevers Park at the corner of Nevers and Sand Hill Roads and they received a personalized response from the jolly ole fellow! 89 non-perishable food items were also collected for the SW Food Bank at our larger-than-life “giving tree” at the same site.



The Coyote River Band entertained the crowd despite unexpected horrific weather conditions.



A 50 year historical photo collage display created by our parks crew and Shelby Kosa, Recreation Supervisor.



Chocolate bars and 3-D glasses for fireworks at the 50th!



Nancy “Nanny” Byrka was “caught being kind” for helping with her neighbor’s children

- Second Annual Resolution Run – The 10am 5K road race presented in partnership with the Hartford Marathon Foundation (HMF) drew an amazing 700 registered runners (an increase of 50 runners from last year) from across the state who enjoyed unbelievably unseasonal temperatures in the 60's on Sunday, January 12th. The race started and ended at the CT Valley Brewing Company on Sullivan Ave. with the flat course winding through back roads of West Rd., Strong Rd., Foster Rd. and Burgess Rd. All runners received a complimentary brew and bowl of hot chili provided by Maneeley's after the race. The first 250 runners registered also received a custom winter cap that most users did not need at all this time! Runners expressed tremendous satisfaction with the venue, course and hospitality and were once again asking for a repeat performance next year! According to the HMF folks, with the exception of the Marathon itself, this event for the second year "running" was the most successful and largest attended 5K race delivered in 2020! Thank you to our generous sponsors: CT Valley Brewing, Maneeley's Catering, Jay's Landscaping, and to the SW Police Dept. for providing a safe running course and solid traffic control. Once again we heard positive comments from the area businesses about the economic activity generated as a result of participants visiting Town that day!
- Presented nine deserving seasonal staff, part time staff & volunteers our annual "Above and Beyond the Call of Duty" awards at our final outdoor concert on August 17th.
- Completed the creation of the fifth trail loop at the mountain bike trail system at Rye Street Park geared toward

intermediate riders. These trails are growing tremendously in popularity!

- Kids Night Out – Back by popular demand, and just beating the pandemic shut-down on March 6th, registered kids spent 3 hours from 6:30 to 9:30pm at our Wapping facility participating in activities of their choice supervised by our very own talented 4th R staff.
- Our parks crew corrected the flooding issue at the Fairgrounds (formerly Barton property) by re-grading the area and constructing a lengthy drainage swale.
- Our third annual Father-Daughter Valentines Dance at Wapping on Friday, February 7th was again a huge hit again reaching a maximum capacity of 200 participants (with a wait list of 25) "dressed to the nines, footloose and fancy free"! Daddies and their little girls enjoyed a festively decorated gymnasium, an Arthur Murray dance lesson, great music spun by DJ Ed Killingbeck, photo booth and light refreshments.
- Final improvements to the former Nelson property (entrance road, irrigation hose bibs and plot numbering) were completed and the opening of new community gardens – Deming Gardens – accommodated nearly two dozen new gardeners many previously on long wait list at Avery Gardens.
- Family Camp Out – on Saturday night July 27th thirty-five participants from a dozen families enjoyed our first-ever over-night camping experience at Rye Street Park from 3pm to 10am the next morning. Affectionately referred to as "Roughin' it at Rye" participants enjoyed a burgers and dogs cook-out co-sponsored by Red Heat Tavern, lawn games, scavenger hunt, star gazing and of course s'mores by the camp fire! Kudos to Recreation Supervisors Lauren Bent and Shelby Kosa

for this great new idea, and then delivering and supervising it to perfection! Judging from positive feedback, sounds like a repeat command performance!

- Thanks to generous donations from the South Windsor Jaycees we over-hauled the Tyler Memorial Bark Park taking advantage of the COVID closure to limit any additional impact to users. All the old deteriorating wood chips were completely removed and will get used as compost and broadcast over the recently cleared area between the bark park and old tobacco barn prior to seeding. Then naked bark park ground was leveled after adding some sand and then 1,100 cubic yards of certified wood mulch was distributed throughout the 1.2 acres to provide a brand new safer surface for the dogs. The new material will degrade slower, is easier to rake and much softer on our four-legged friends' paws.
- Monday Night Social Club – We were so proud to announce that our very own Monday Night Social Club for young adults with special needs was the 2019 CT Recreation & Parks Association Award winner in the Inclusion or Adaptive Program of Merit category that was recognized at the annual state conference on November 26th!! Thirty-six folks from the program – participants, family members and program volunteers attended the awards ceremony to receive their recognition! This strong and popular program, which began in 1990, retains all of the charter members that still live in the area!
- Wapping Tennis Courts - \$50,000 in repairs were made to the courts thanks to a state grant procured by Senator Anwar and Mayor Paterna.
- Parks crew took further advantage of mild winter conditions to clear an approximately two acre area of overgrown



"Roughin' it at Rye" at our first and extremely well-received Family Camp Out



Your Extraordinarily Exceptional Exterminators to save the day at HallowEEEn Hullabaloo!



Tremendous community volunteer support for HallowEEEn Hullabaloo!!



## Departments & Services

invasives, woody growth and unhealthy trees west of the bark park down to the trail outside the left field corner of the Rotary baseball field at Nevers Park. We were able to salvage some healthy trees and rough graded and seeded the area for ease in future maintenance.

We fully intend to maintain this momentum and as such we will focus on the following major initiatives and goals for the 2020-2021 Fiscal Year:

- Finalize a successful re-purposing of Wapping School, disappointingly delayed due to COVID.
- Investigate measures to comply with the new state mandated \$15/hr. minimum wage phase-in signed into law by the Governor on May 17th. This will require an estimated \$400,000 increase in our annual payroll cost to supply our current programs and services! This enormous upsurge will require us to pass this added cost of doing business on to our customers through substantially increased user fees and/or reduction in services.
- Maintain affordable recreational opportunities for all ages during challenging political times.
- Continue investigating and implementing enhancements to Veterans Memorial Park to add value to annual pass holders and to attract new visitors.
- Continue to develop a more aggressive athletic field renovation, maintenance & development schedule.
  - \* Plan to take two athletic fields "out-of-commission" for major over-haul and repairs.
  - \* Continue our "Employee + Equipment = Efficiency" initiative.

- Continue to whittle away at the Lawrence Road Park development and fence line clearing.
- Facilitate the completion of a major revision of the Park & Recreation Commission Master Plan of Development.

Our ultimate on-going purpose continues to be attracting more participants, keeping public recreation affordable, increasing enrollment, providing better customer service, maintaining revenue to support our Special Revenue Recreation Fund, and providing safe, attractive and inviting public parks & grounds.

Frequently throughout the year, the Parks & Recreation Department joins forces with other Town agencies and civic organizations to provide community activities and projects. Successful collaborative efforts included: Fishing Derby and Rising Stars Summer Teen Community Service Program (with Human Services and Super Sixties); 4th Grade Bicycle Education Program, Day Camp inclusion and Operation Graduation (with the Board of Education); Parks & Recreation facility maintenance (with the Rising Stars Volunteer program through Youth Services, Down to earth Garden Club & "Pride in OUR Parks" program); administration of the South Windsor Walk & Wheel Ways, South Windsor Food Alliance & Youth Sports Initiative (with the Parks and Recreation Commission); Benefits for Businesses (with the Chamber of Commerce); the Memorial Day & Veterans Day Ceremonies at Veteran's Memorial Park and Armed Forces Day at Nevers Park (with the Patriotic Commission & VFW) and Wreaths Across America (with American Legion Post 133).

The Parks & Recreation Department is assisted by the Parks and Recreation

Commission, an advisory group appointed by the Town Council. This ten-member group meets the second Wednesday of every month except August. The Commission, either on its own initiative, or in response to specific requests from the Town Council or the Director of Parks & Recreation, makes recommendations concerning the development, maintenance and/or administration of parks & recreation programs and facilities for the community. The Commission's focus over the past year was to continue to progress the Town Council adopted Master Plan of Development for Parks and Recreation facilities. The Commission continued its work through the special sub-committee, "South Windsor Walk & Wheel Ways" (established in November, 2007) to pursue plans to connect critical areas in Town (like neighborhoods to schools, subdivision to subdivision, neighborhoods to parks, etc) via bike routes and walking trails and began investigating the potential for a cross-town trail along the Eversource power corridor. They also continued supporting their second special sub-committee called the "South Windsor Food Alliance" who focuses on supporting locally grown healthy foods and conservation efforts in Town, and opened their fourth annual outdoor Summer Farmer's Market at the front lawn of the Community Center from June through October. The Commission continued with a multi-year process of revising their over all short and long term Master Plan of Development for Parks & Recreation.

The administrative staff at the Parks & Recreation Department extends a sincere thank you to all the volunteers, young and old, who have contributed their time over the past twelve months. These volunteers are the very foundation of the department



Our very own Monday Night Social Club was the proud recipient of the 2019 Adaptive Program of Merit award at the CT Recreation & Parks Association Annual Conference on Nov.26th.



Grinchmas – the perfect opportunity for a holiday family photo!



Parks crew members Mike, Ben & Jake assemble our new mega "giving tree" at Nevers Park, donated by The Promenade Shops at Evergreen Walk



and crucial to the successful operation of its programming.

Residents who are interested in assisting with a program, have suggestions for programs or services, or wish to become a Parks & Recreation Sponsor are encouraged to call 860-648-6355.

We invite you to “feel great, recreate” with “your” Parks & Recreation Department in Fiscal Year 2020-2021!

*Ray Favreau, CPRP*  
*Your Parks & Recreation Director*

### **Parks & Recreation Areas**

Community Gardens: (1) Avery Gardens located on Avery Street boasts sixty-one 40'x20' plots with perimeter parking and water for irrigation on 2 acres. (2) Deming Gardens, an 11 acre parcel, located on Deming Street is a brand new site and will accommodate dozens of 40'x20' plots, 20'x20' plots, 8'x4'x30" accessible raised planting beds, water for irrigation and ample parking.

Desmond's Pond: This 7.5 acre parcel on Piece Road is a perfect spot for bird-watching, especially wild ducks and geese. There's limited parking for 6 vehicles with a sidewalk and boardwalk connecting to a raised observation deck overlooking the pond.

Fairgrounds at Rye Street Park: Located on Brookfield Street this 82.9 acre parcel formerly known as the “Barton Property” was added to Rye Street Park in 1997. In 2016, 18 acres was developed into an open greenspace to accommodate large events such as the Wapping Fair, a cricket field and storm debris storage should it ever be needed.

Lawrence Road Park: Located on Lawrence Road in the northeast corner of Town, this

57.57 acre property is a work-in-progress and features passive opportunities for walking & hiking on a 1+ mile trail system, bird-watching, and fishing with ample parking. Future plans include a playground, fishing dock, small open spaces and picnic groves.

Linear Park: Located at the end of Vibert Road on the banks of the CT River this 1,500 foot long section of shoreline was created by the granting of easements by local landowners and adjoins 11.3 acres of Town-owned property with a public boat launch for small craft. Visitors may be lucky enough to observe foxes, great blue herons, kingfishers, rabbits, raccoons or ospreys. Limited public parking available. Please, no littering, hunting, or collecting allowed and remember to take only pictures and leave only footprints!

Little League Complex: 14.4 acre athletic complex at the corner of Ayers and Nevers Roads hosts 1 youth/women softball field; 3 little league baseball fields (one with lights); 1 regulation baseball field; 2 outdoor batting cages; one enclosed batting cage; concession/restroom/storage building; and paved parking for 70 vehicles.

Michael Donnelly Preserve: 115.5 acres located on Sullivan Avenue, this conservation area established in 2002 includes two small parking lots, 2.1 miles of trails connecting the main entrance to the east on Sullivan Ave. to a secondary access point to the west side of the property on West Road, an observation/picnic gazebo, fishing pond stocked with blue gill and large mouth bass and lots of wildlife to observe and enjoy from blinds provided on site. Please respect the resident wildlife and habitat and remember to take only pictures, leave only footprints!

Frank Niederwerfer Wildlife Sanctuary (formerly Pudim Property): 117 Town-owned

acres adjoined by 42 acres of state land with access from Barber Hill and Niederwerfer Roads. Facilities include a hill for sledding, cross country skiing and a wildlife sanctuary with 2.5 miles of marked trails. Please respect the resident wildlife and habitat and remember to take only pictures, leave only footprints! Limited parking on Niederwerfer Road.

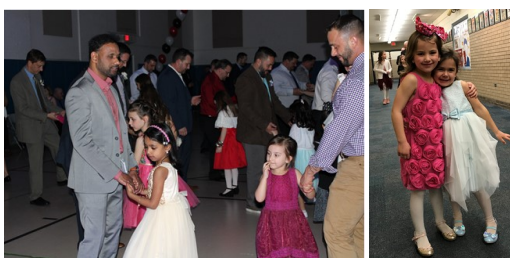
Nevers Park: 149.39 acres located on the corner of Sand Hill and Nevers Road. Facilities include the Community Center with parking for 152 cars; Rotary Pavilion complete with kitchen and restrooms (available for rent); 2.2 miles of hiking trails; softball area; 2 baseball fields (1, Rotary Field, with lights and a press box/concession/restroom facility); 1 Indoor Batting Facility with 2 tunnels; 2 horseshoe pits; sand volleyball court; 3 regulation soccer/lacrosse fields and 1 junior soccer field; Team Building & Leadership Center outdoor ropes course, the 20,000 square foot “My Friend's Place” Boundless Playground, a 7,000 square foot skate park, a family-friendly restroom facility available year-round from dawn to dusk and the “Chief Gary K. Tyler Memorial Bark Park” – fully enclosed 1.1 acre off-leash exercise area for canines – complete with a 30,000 square foot area for large dogs and a separate area for small dogs with another 18,000 square feet, water fountains, benches, obstacles and lights allowing evening use up until 9pm.

Oak Street Neighborhood Park: 4.9 acres located on Oak Street, this neighborhood park features a full-size basketball court which seconds as an ice skating rink in the winter months. There are no provisions for public parking.

Porter's Hill: Located on Nevers Road directly across from the athletic fields at Nevers Park this 18.1 acre parcel had previously been leased from the Collins



*The vast majority of the 700 registered runners line up on West Road for the start of the 2nd annual Resolution Run on Sun. Jan. 12*



*Daddies & their “little girls” dressed to the nines and dancing their feet off at annual Valentines Dance on Feb. 7th at Wapping*



*Recreation Inspiration #2 – April 9 – Virtual Egg Hunt with our Spring Bunny!*

## Departments & Services

family for decades to accommodate public sledding in the winter months, and as of Sept., 2017 the property was purchased by the Town and is now an official part of Nevers Park.

**Rye Street Park:** 74.70 acres located on Rye Street. Facilities include: 1 softball field (with lights), playground; picnic areas; 4 tennis courts (one with practice wall); basketball court; 3 intermediate soccer fields; 1 regulation soccer field; 2 combination lacrosse/football fields (1 with lights), a concession/storage/restroom facility, 4.5 miles of mountain bike trails (Red = 1.08 mile, Difficult ; Blue = .19 mile, Intermediate; Yellow = .91 mile, Intermediate; Orange = .62 mile, Intermediate, and the Violet Trail for Beginners at 1.7 miles), and parking for 126 vehicles.

**Veterans Memorial Park:** 24.38 acres located on Pleasant Valley Road, west of the intersection with Ellington Road. This seasonal facility includes: a large recreational pool with zero depth and stair entries, and a diving well; an 8 lane, 25 yard competitive pool with handicap lift; a toddler pool with zero depth entry and a maximum 2.5 foot depth; picnic tables; concession stand providing a variety of beverages and snacks; ample restrooms; drinking fountains; showers; and open play field. Ample public parking.

**Wapping Park:** 162.8 acres located on Clark Street. A 2.5 mile trail system with bridges, boardwalks and bird blinds takes hikers through open meadows, pine and hardwood forests, shallow marshes, vernal pools and the Podunk River. Public parking available off Clark Street. Please respect the resident wildlife and habitat and remember to take only pictures, leave only footprints!

Park Acreage Total = 893.44

### Planning Department

The Planning Department continues to keep a steady pace of processing applications for new construction and development proposals for commercial and residential projects in Town. The Department facilitated approvals of the industrial growth along Ellington Road with the second and third distribution facilities approved in the I-291 Corridor Development Zone. Economic development activity in the Buckland Gateway Development Zone included approvals for a new ALDI grocery store and The Gateway project that will bring more commercial and medical offices into the Buckland Road corridor. Another significant project being entertained is a new Costco Wholesale store to be located within Evergreen Walk.

Ongoing projects heading toward completion in Fiscal Year 2019-2020 facilitated by the Planning Department are the new distribution centers, Evergreen Crossing Independent Living and Harbor Chase Assisted Living /Independent Living facilities, and ongoing residential developments. Additionally, the two newest elementary schools, Eli Terry and Philip R. Smith, are in the final stage of completion to be ready for occupancy in the fall of 2020.

Much of the remaining residential land in South Windsor has environmental constraints and is less conducive for the planning of larger subdivisions, however we continue to see interest in smaller subdivisions and development of higher density housing in commercial areas. We are also starting to have more discussions with potential business owners interested in redeveloping existing commercial sites within our commercial corridors.

The Planning Department works with economic development projects to assist with compliance of Connecticut DEEP

requirements. Issues such as endangered species, stormwater management, and archeological significant resources can cause significant delays in starting a project. Town mapping, land specific information, and staff knowledge can provide information and aid in providing materials necessary to satisfy permitting requirements.

Open space and farmland preservation continue to be a high priority in South Windsor. The Planning Department assists the Open Space Task Force by providing staff support at monthly meetings, facilitating the review of potential purchases of land for open space, coordination with public events, and the update of the Open Space Master Plan originally adopted in 2010. Of note in Fiscal Year 2019-2020, the Town purchased the property at 1355 Ellington Road that will add to the existing open space in Wapping Park. The Planning Department continues to assist in the review of properties submitted under the Town Council 'Purchase of Development Rights' program which targets the preservation of farmland as its primary goal.

Planning Staff continues to participate on the committee involved with the development of the Priest Farm on Sullivan Avenue. The South Windsor Agricultural, Arts, and Nature Center (SWANN) continued identifying short and long range plans. The property was opened up to the Parks Division to take on general maintenance needed on the property. The Committee finalized the Hazardous Material Study in preparation of removal of all barns and shed on the property. Further Committee planning work has been put on hold during the COVID-19 pandemic.

Our Department is integrally involved in creating and disseminating data and educational materials through printed and digital materials, and on the Town website.



Skate PARK Phase II, more than doubling the square footage opened in November!



Renovations at Rotary baseball field

Webpages for the Planning Department and associated Commissions, Boards and Committees are updated regularly to be current, informative and easy to navigate. Over the past year, we worked with the IT Department to develop the Town's new website enhancing the public's ability to find items of interest on our webpages.

In response to the COVID-19 pandemic, the Town Hall was closed to the public in March of 2020 and Town meetings have been held by way of Zoom and WebEx online video conference calls. This has had a significant impact on how we interact with the public and has required diligent effort to provide as many materials online as possible.

The current Munis permitting system is in the process of being phased out as we move to an on-line View Point permitting system. Staff has spent much of the past year designing the system to make it as seamless between departments as possible. Testing is currently underway and the expected roll out of the new View Point permitting system is July 1.

Another major software change underway is for the migration of the current DOCStar record scanning to Laserfiche document management software. Both of these new software programs will integrate with the Town's Geographic Information System (GIS) and further our efforts of linking Town records from many departments into one easy-to-use database and map system.

Planning Staff provides educational materials and information to local groups including South Windsor High School students by participating as guest speakers to select classes and clubs on local government operations. The Senior Environmental Planner is a regular guest speaker at Environmental Studies classes at Goodwin College. He annually assists the South Windsor High School in preparing for the Connecticut Envirothon by helping to train their participating team on the various curriculum materials provided.

The Senior Environmental Planner continues to assist the Park and Recreation Department in prioritizing and implementing the maintenance of our many walking trails and lends guidance on vegetation management on open space properties. The Department provides natural resource educational materials to educators, scout troops, and the public.

Zoning compliance is actively pursued by the Town's Zoning Enforcement Officer (ZEO) for signage (both temporary and permanent), home occupations (both major and minor), animal agriculture, in-law apartments, temporary and conditional permits and structure location. The ZEO works with the Building Department enforcing the blight ordinance in Town.

With the leadership and support of the Director of Planning, staff and our volunteer organization, the Town of South Windsor was awarded the Silver Award for the statewide Sustainable CT program. The Planning Department facilitated the Town's Sustainable CT team, compiling documentation for silver certification in the Fall of 2019.

Under the stewardship of the Director of Planning, Application for Certificate of Affordable Housing Completion for a 4 Year Moratorium was compiled and submitted to the State Department of Housing and is currently under review. The approval of the application will result in a 4-year moratorium from automatic approval of developments filed under CGS 8-30G. During this time, the Department will be working on an Affordable Housing Plan, as required by states statutes, to come up with new approaches to support affordable housing in South Windsor into the future.

*Michele Lipe, AICP  
Director of Planning*



### **Police Department**

The South Windsor Police Department was established in 1968 under the authority of Chapter 6, Section 601, of the Town Charter by Town Ordinance 62-31. In accordance with the Town Charter, the Police Department shall be responsible for the preservation of the public peace, prevention of crime, apprehension of criminals, regulation of traffic, protection of rights of persons and property, and enforcement of the laws of the state and the ordinances of the Town and all rules and regulations made in accordance therewith.

All members of the Police Department shall have the same powers and duties with respect to the service of criminal process and enforcement of criminal laws as are vested in police officers by the general statutes.

The South Windsor Police Department strives to be an open, transparent law enforcement agency that responds to the needs of all of our citizens. Social media continues to be a valuable medium to communicate issues that may be of interest or public concern. The Police Department has a large following on both Facebook and Twitter. Every press release sent to the media is also posted on Facebook on an open page that can be viewed by everyone.

Buried within these statistics are incidents where our officers have arrested felons, delivered babies, saved lives, reversed overdoses, prevented suicides, and helped hundreds of other community members with a wide array of complaints and problems all while also navigating a global pandemic that has seemingly made every effort to change the way we do business.

For over twenty years the Police Department's Patrol Division has operated on a three district system. During Fiscal Year 2019-2020, after careful analysis of our calls for service we instituted a fourth district for the Evening Shift. Adding this staffing requirement will ensure that we meet our response time goals and provide for a more equitable distribution of the work load for the officers on the shift while also maintaining the high level of service that the citizens of the community deserve.

On May 25, 2020, the tragic death of George Floyd in Minneapolis, Minnesota set into motion a social upheaval not seen in this country in decades. From this upheaval came a national call for police reform and a profound need for improved community and police dialogue. The need remained pronounced through the end of Fiscal Year 2019-2020 and will continue to be explored in South Windsor moving forward. The men and women of the South Windsor Police Department stand ready to be responsive to the community's needs and continue to provide steadfast, fair, and impartial service to the Town of South Windsor.

### **Our Greatest Resource is Our People: Retirements, New Hires, and Promotions**

The profession of Law Enforcement is somewhat unique in the period of time it takes to replace personnel. The speed of attrition far exceeds the speed of testing, vetting, hiring, and training a new police officer. When staff resign or retire, it takes many months to replace that individual. The testing and selection process itself takes



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anywhere from 3-6 months as the agency puts forward great effort to find and select the best possible personnel who will go forward and serve the community with honor and distinction. After the appropriate selections are made, new officers must attend an approved police academy that lasts approximately 6 months. After completing the academy, new officers then must successfully complete a Field Training Program that lasts approximately 3½ months. Only then, does the officer become an independently serving police officer who can fill the void created by the retirement that occurred several months earlier.



Fiscal Year 2019-2020 brought with it the arrival and departure of several key personnel. During that time, Corporal James Nicoletta announced his retirement after 31 years of dedicated service to the Town of South Windsor.

Early in the fiscal year, three new officers were hired to fill previously created vacancies. Officers Bianca Krzynowek, Linda Hernando, and Thomas DeFelice were hired and attended the police academy together. Because of the COVID-19 pandemic, these officers completed their academy training virtually in a classroom that was established at police headquarters. Later in the year, Officers Heather LaRock and Kaitlyn Pierpont were

hired as police officers. Additionally, this fiscal year saw Officers Cosenza, Higgins, and Kuzara all successfully graduate from the police academy and complete their Field Training.



In the Fall of 2019, Chief Custer promoted Mark Halibozek, Charles Bowes, and Ronald Littell Jr, to the rank of Sergeant. In addition the Chief promoted David Gesualdi to the rank of Corporal. These officers bring with them to their new ranks a broad spectrum of experiences that they can use to coach and cultivate officers working under their supervision. It is our intent to keep all of these officers well trained, well equipped,



and enriched at work so that they can continue to make South Windsor an enjoyable and safe place to live, work, and visit.

In May of 2020, Sergeant Matthew Mainieri's tragic death two years prior was officially identified as a "line of duty death" resulting in his name being engraved on the National Law Enforcement Officers Memorial in Washington, D.C. Because National Police Week was so significantly impacted by the COVID-19 pandemic, we were not able to send a delegation to the Nation's Capital for this ceremony. Instead, a candlelight vigil was held virtually from Washington and we were able to hold a socially distant ceremony here in South Windsor at Matt's memorial stone at the entrance to police headquarters.



### Moving at the Speed of Technology:

One of the South Windsor Police Department's Mission Statement tenets is "Keep the Department Modern." This modernity takes many forms and these forms often are not the most visible or tangible of changes. Fiscal Year 2019-2020 saw many technological improvements to our facility and IT infrastructure.

In January of 2020 the Police Department was able to upgrade its radio and communications system with a more secure frequency that not only adds to our ability to communicate sensitive information securely over the air, but also adds to the safety and efficiency with which we are able to respond to calls and serve our customers.

Significant upgrades were also made to the Police Department's training room by improving the technology and audio video systems. These improvements were long overdue and allow for a better transfer of information for the many training sessions, meetings, and community presentations that take place there.

Annual Statistical Comparison	2015	2016	2017	2018	2019
Total Calls for Service	33,545	32,385	29,400	25,274	28,651
Traffic Accidents	460	480	461	435	480
Collision Reports	246	234	225	237	230
Medical Assist	2413	2334	2404	2488	2201
Animal Calls	618	641	573	547	466
Alarms	1171	1331	1176	1172	1210
Criminal Arrests	224	173	206	193	302
Burglary (including entry into vehicles)	73	146	232	186	105
Larceny	202	199	251	227	266
Domestic	180	162	148	155	165
Assault	15	8	17	10	12
Sexual Assault	12	6	14	12	13

The E 9-1-1 system has been a tried and true resource to the community for decades, however this year, we were able to improve upon it. By deploying the Rapid SOS system, Dispatchers now have faster, more accurate location information for 911 calls received in our Dispatch Center. Dispatchers can add information to the system that to assist in appropriately deploying resources between the three emergency services (Police, Fire, Medical). Rapid SOS also integrates with Uber and Lyft systems to provide real time emergency information emerging from those growing transportation companies. Improvements such as Rapid SOS and communications security are difficult to visibly see and touch, but they make significant improvements to the services we provide.

In addition to the above upgrades, improvements were also made to our Computer Aided Dispatch and Records Management System. By collaborating with the Town's GIS personnel, the Fire Marshal's Office, the Planning Department, and other Town departments, our mapping and address database was improved and streamlined. Ultimately this leads to more accurate record keeping and reporting as well as a more streamlined response to incidents throughout the Town.



#### Traffic Safety Initiatives:

The South Windsor Police Department Traffic Unit continues to address the "Three E's" of traffic...Education, Enforcement, and Engineering. As a rule the Police Department investigates 450-500 traffic accidents a year. 2019 was no different with 480 accidents occurring. Through our ongoing participation in the Metro Traffic Services regional accident reconstruction team, our traffic investigators are among the most experienced and capable reconstructionists in the area.

With the goal of reducing accidents and increasing vehicle occupant safety, many of the initiatives taken on by the Traffic Unit simultaneously address education and enforcement. This was visible in our participation in Click it or Ticket in November of 2019 as well as the Distracted Driving campaign in August of 2019. Both of these initiatives involved numerous checkpoints as well as traditional patrol efforts. Additionally, the Traffic Unit deployed a Speed Display system in seven different problem areas throughout the

fiscal year in a non-punitive effort to educate drivers about their habits and make them more cognizant of their speed.



The Police Department also continued its annual Back-to-School Traffic Safety Initiative. In August and September, the South Windsor Police Traffic Unit conducted what has become an annual program that focuses on traffic safety at the start of the school year.

After approximately six months without in-person schooling due to the Pandemic, the reintroduction of student pedestrians, school aged bicyclists, and school buses back on the road, the Traffic Unit increased enforcement efforts in the Town's school zones. During the first few days, officers focused on visibility and awareness/education and issued verbal warnings. Once schools opened, officers efforts then transitioned to violations and issued infractions. Officers were deployed to the school zones during the high traffic volume hours of school opening and closing times. In addition, with an unprecedented number of parents and guardians dropping off and picking up their students due to COVID concerns, the Traffic Unit worked in conjunction with the School District to develop traffic plans that optimized the flow of traffic at arrival and dismissal times without compromising the safety of the students or the motorists.

In an effort to address the third E... Engineering, our traffic unit personnel continue to work with the Town's Engineering Department, Local Road Safety Committee, and the Connecticut Department of Transportation to ensure that roadway design is optimal for travel logistics and safety. In Fiscal Year 219-2020, the traffic unit obtained approximately eight weeks of traffic data in various problem areas through the deployment of our Stealth Stat traffic survey system. It is not perfect, but this discreet system provides us with unbiased feedback on important factors such as average vehicle speed, minimum speed, maximum speed, and 85th Percentile speed. With that data in hand, empirical decisions can be made to better serve the entire community.

#### Engaging the Community Before and During a Pandemic-Virtual-ly Possible:

In the late Winter of 2020, the South Windsor Police Department, like the rest of

the world, ran headlong into the COVID-19 Global Pandemic. Luckily prior to that, we were able to conduct many of our annual outreach initiatives and introduce some new ones. However, for an agency that has always taken immense pride in its close connection with the Community, the precautions needed during this pandemic called for us to dramatically reduce our interactions with the Community. Once the pandemic set in, we found ourselves attending events virtually or with social distancing.

#### Summer Youth Academy:

Luckily, prior to the pandemic, we were able to host another installment of the South Windsor Police Department's Summer Youth Academy in July 2019 at South Windsor Police headquarters. The program was run by SROs Ofc. Tina Roy and Cpl. Ben White and was open to students ranging in age from 12-16. The program is intended to introduce these students to a variety of different aspects of the criminal justice system. During this exposure to criminal justice, students are also engaged in various activities that promote physical wellness, community service, leadership, and sound civic involvement. Youth Academy participants went on field trips to area courts, the police academy, and the fire department. They engaged in various team building activities and received K-9 demonstrations, SWAT demonstrations, interactive crime scene processing events, and discussions on a multitude of other topics.

The Academy culminated with a presentation by the students and the awarding of completion certificates.



#### Summer 5 on 5 Basketball League:

Even though school may be out for the summer that doesn't mean our School Resource Officers have the summer off. When they were not busy running the Youth Academy, Ofc. Roy and Cpl. White were "running the floor" in the high school gymnasium. In 2018 we held an inaugural 3 on 3 basketball league that was so well received that in 2019 it grew to a 5 on 5 league. As has been the case in previous years, this basketball league is open to any South Windsor High School student and provides a free, healthy,

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structured, and fun environment for students while promoting positive police and youth interactions. In addition to the basketball tournament, each week contains a life skill theme such as resume writing, job interview preparation, and nutrition with periodic presentations made to the participants on these topics. In addition, the involved participants participate in various community give back initiatives such as volunteering at the South Windsor Food Pantry, and cleaning up local parks. This program would not have been possible without assistance from the South Windsor Department of Youth and Family Services.

### Community Outreach:

In the Fall of 2019 we were able to have an appropriate sendoff for our last Ford Crown Victoria. Its departure from our fleet marked the end of an era as we transitioned to fleet of marked units entirely made up of all-wheel drive vehicles. This celebration was marked with a "Coffee with a Crown Vic" event held at the Farmer's Market.

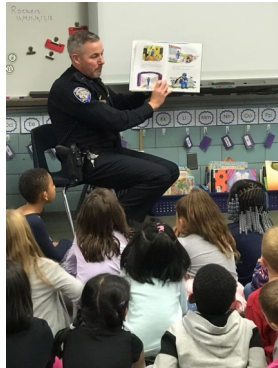
In November and December of 2019 we participated in the annual food drive and Stuff-a-Truck, and Shop with a Cop events. All of these events benefitted local families in need.

In October 2019, Breast Cancer Awareness Month, we conducted the Pink Shirt Initiative that allowed personnel to wear a pink t-shirt under their uniforms for the month of October. Special t-shirts were designed and purchased by department members, Town employees, and members of the public. This initiative raised almost \$1000 that was donated to the Connecticut Breast Health Initiative to increase awareness for women's health issues.



In November 2019, we once again waived a section of our Personal Grooming policy and allowed personnel to grow facial hair. Participating personnel made a donation and then were able to put away their razors

for the month. All proceeds from this event were donated to the Smilow Cancer Hospital in New Haven. With beards in tow, several police officers also visited local classrooms as Guest Readers to elementary school aged students.



In January 2020, the Police Department hosted a Houses of Worship presentation. This event was organized by Lt. Brian Eckblom and Ofc. Jeremy Weiss and hosted attendees from all faiths. The discussion addressed security concerns specific to houses of worship. It was well attended with over 100 participants from various religious groups in the area.

Prior to the pandemic pushing us to a socially distant or virtual platform, we were also able to attend 1st Responder Breakfasts, Coffee with a Cop Safety Presentations, and host a February Car Seat Clinic.



In March, the pandemic set in and changed our ability to engage in these outreach initiatives. Sgt. Elsie Diaz was able to engage members of the senior citizen community through a virtual meeting with the Senior Center.

### Regional Initiatives:

As has been the case in years past, the South Windsor Police Department continues

to participate in numerous regional initiatives that reduce the costs to the Town for training and equipment while providing access to highly trained officers and resources from other towns that we would not otherwise have available. Those regional groups include the Capitol Region Emergency Services Team (CREST), which is comprised of a tactical response team, crisis negotiators, and rescue divers available to respond to emergencies; Metro Traffic Services (MTS) which assists our accident reconstruction personnel with serious accident investigations, in addition to periodic, proactive enforcement programs; and the East Central Narcotics Task Force (ECN) which provides a team of investigators trained in the conduct of vice and narcotics investigations.

We also have an investigator assigned to the regional Center for Digital Investigations (CDI). CDI is a regional digital investigations working group consisting of nine member law enforcement agencies from across Connecticut's capitol region. CDI conducts computer and mobile device forensics and criminal investigations related to cybercrime such as the distribution of child pornography, online enticement of children, network intrusions, cyber threats, email scams, etc.

The South Windsor Police Department remains a modern law enforcement agency rooted in Community Policing and civic involvement. It relies heavily on its partnerships within the Town government and within the community. Through effective recruiting, training, and supervision, the Town's police officers remain ready, twenty-four hours a day, to promptly respond to the community's needs with the highest degree of respect, fairness, and impartiality.

Law enforcement is everybody's business.



*Kristian R. Lindstrom  
Chief of Police*



## **Public Library**

### **Fiscal Year 2019–2020: A Year Interrupted**

July 2019 brought new horizons for the South Windsor Public Library. New colleagues Sandra Reault, Katherine Noonan, and Megan Phan joined our staff following in the footsteps of Business Manager Jean Preuss, Adult Services Librarian Carol Brennan, and Children's Services Assistant Lisa Moss. After six months' work with Consultants Maxine Bleiweis and Erica Byrne, and with the assistance of a federal LSTA grant administered by the CT State Library, we were nearing completion of our new Strategic Plan. The Library Board, Friends of the Library, staff, and dozens of members of the public who contributed time and imagination to our planning seemed invigorated by the new opportunities for community involvement and service discussed in focus groups and presentations along the way.

Summer reading programs in the Adult and Children's Departments explored "A Universe of Stories," and additional programs explored poetry, archaeology, foreign films, robotics, and chess. The Library forged partnerships with Timothy Edwards Middle School, assisting with after-school technology programs; with the U.S. Census Bureau in preparation for the 2020 Complete Count; with the Hartford Foundation for Public Giving "Better Together" community program. We served an increasing number of distance learning students in need of proctoring and added Notary service and VITA tax assistance, thanks to the expertise of new colleagues Kate Noonan and Sandra Reault. Collaborative programs with the Down to Earth Garden Club, South Windsor Human Relations Commission, and the South Windsor Public Schools continued, as did Friends of the Library book sales and The Dictionary Project. Responding to suggestions raised during our strategic planning process, intergenerational and STEAM programs increased, new communications routines were developed, and groups such as "Moonlight Knitters" joined our traditional monthly book clubs. "Bulletin Board" programs provided timely information about issues in Town; Tellabration! once again reminded us of the value of sharing our oral traditions with friends and family.

Under the direction of the Public Buildings division of the Town's Public Works Department, the Library's 40-year old elevator was replaced. Seating and computer systems throughout the building were updated.

Friends of the Library, who provide financial support for services and programs throughout the year, tried a new fundraiser in time for December holidays, creating an enthusiastically-received "pop up" jewelry fair in the Friends Room. (Plans for an additional fair in the spring began immediately.) A delighted crowd enjoyed the vocal talents of South Windsor High School's "Choral Spectrum" as the year drew to an end.

Our 20th season of WinterPops! concerts brought audiences of over 100 to enjoy performances by "Hot Flashes," "Infinitango," and "Peter Delaney and Friends" on three incredibly clear winter nights in February 2020. Equally fortunate weather was predicted for the concluding event on March 14.... but...

The terms "COVID-19," "worldwide pandemic," and "lockdown" suddenly dominated the news and rewrote all our plans. The Library closed to the public that weekend instead.

Three additional concerts, more international film discussions, four author visits, a celebration of Poetry Day featuring the State's Poet Laureate, the South Windsor Public Schools 42nd Scholastic Art Exhibition, and the Friends' Annual Meeting & Salad Luncheon (with CT State Historian Walter Woodward) suddenly disappeared from our calendars. We no longer invited everyone from everywhere to visit; we explained that they could not visit, for an unknown period of time.

Closed time was not idle time. Major projects difficult to accomplish during normal business could be handled while the staff was alone: reorganization of large collections, staff training on virtual programming techniques, and investigation of products that would be helpful in a "socially distanced" world were tackled in the unexpected quiet. Libraries across CT and the country shared the techniques they'd devised to protect both public and staff should reopening be allowed. Furniture and equipment needed to be redistributed throughout the building; PPE

supplies had to be found; protective shields had to be ordered and installed. Plans for cleaning and disinfection routines were devised, along with designated spaces and handling methods for quarantining materials. Policies for due dates, overdues, library card registrations, and access to digital information had to be adapted for an unknown period of time. Staff "work life" and "home life" needed to be rebalanced in light of a powerful unseen force.

The Library provided telephone and electronic reference and information services and initial virtual programming even while "closed," and our wi-fi allowed additional use of resources from the parking lot. We began curbside delivery service on April 27, logging 4,573 loans to 799 borrowers by the end of the fiscal year, designing the service to remain an option when the public can once again enter.

During Fiscal Year 2019-2020, our collection grew to nearly 166,000 physical items. 9,715 residents held active library cards and we welcomed 142,514 visitors. 583 library programs drew 9,432 attendees. We circulated 179,320 items, over 33,000 digitally. We borrowed over 13,000 items from other libraries for our patrons and loaned over 4,000 items to other libraries. We answered over 14,000 reference questions.

The Library's Strategic Plan describes our Mission: to create welcoming experiences for people of all ages in our diverse region that will foster opportunities for community connections, promote individual growth, and provide access to resources that spark creativity. No one could have imagined the challenges the pandemic brought to the first year of the Plan's implementation, but we remain confident that it will guide our decisions well in the future.

*Mary J. Etter*  
Library Director

## **Public Works Department Engineering Division**

The Engineering Division is responsible for the design and construction management of public infrastructure projects, including roads, storm water drainage, sidewalks and sanitary sewers. We also provide technical services, engineering reviews, and infrastructure records to residents, developers, consultants, Town Boards and Commissions and all Town Departments.

## Departments & Services

This year 2.67 miles of roads were milled and paved, including Bayberry Trail, Files Way, Horizon Circle, Krawski Drive, Mohegan Trail, Ridgefield Drive, Summerwind Drive, Pleasant Valley Road from Route 5 to about 1900 feet east, Wood Pond Road from Nevers Road to Rustic Lane, Rustic Lane, Fox Hill Road and Linda Lane. In addition, the west driveway and rear parking lot at the Fire Headquarters on Ellington Road was regraded and repaved.

The south end of Nevers Road was reconstructed from the Community Center driveway to Sand Hill Road and this included new storm water drainage pipe and structures, new road base, new pavement, bituminous curb and improved sidewalk connections. The contractor staged this work next to the existing parking lot for the fields at Nevers Park and the Town had this staging area graded and paved to add more parking for these fields. Other contractors have been working in Town to repair or replace damaged concrete sidewalk slabs. These projects were paid for with funds from Town bond referendums.

The Engineering Division, in conjunction with the Information Technology Department, has continued to actively utilize and maintain the Town wide Geographic Information System (GIS). Used by most Town departments as well as citizens, businesses, and organizations, the Town GIS provides a vital source for making decisions and solving problems based on location, geographic area, abutting properties and associated attributes. Data and maps regularly support Planning, Zoning, and Inland Wetlands activities, the Assessor, Emergency First Responders, Recreation Department, Historic District Commission, and all Public Works divisions.

The Town GIS offers valuable maps, data analysis, and mobile solutions to assist with

sidewalk and pavement maintenance, as well as multiple other applications. GIS provides critical support to Public Safety Dispatchers for routing first responders to calls for service by providing spatially accurate address data. All parcels in Town have a numeric street address. Mapping resources also support Town wide economic development activities by clearly illustrating current conditions and offering tools to examine potential development scenarios.

Public Works staff is using an updated GIS mobile field application to access accurate sewer utility data in the field. Also, Engineering staff is working to update mapping of the Town storm water system to help meet the requirements of the Connecticut State Municipal Separate Storm Sewer System (MS4) Permit and are supporting the on-line permitting project by providing address data and application support to ensure permits are correctly assigned and searchable by address.

Additionally, Town GIS staff continues to actively participate in State and regional organizations, conferences, and educational and professional development opportunities as they become available to advance the Town's GIS. Future endeavors includes a Call Before You Dig application to aid in responding to and tracking CBYD requests and provide staff with field access to Town underground utility data and a planned update of the Town wide easement data layer.

The Division provides comprehensive technical reviews of proposed subdivisions and commercial/industrial site plans for the Planning and Zoning Commission, the Inland Wetland Agency/Conservation Commission, and the Water Pollution Control Authority. We interface daily with residents providing a wide variety of services such as locations of utilities, assistance with sanitary laterals, storm

water drainage, and other inquiries. This year the Engineering Division has issued and inspected 41 Drain Layers Permits for sanitary sewer connections and 130 Street Excavation Permits. We also handled about 2,580 Call Before You Dig requests. We reviewed 24 plans for new developments that were submitted to PZC and IWA/CC. In addition, we reviewed 14 building permit requests and performed site inspections for 47 requests for Certificates of Occupancy to ensure that they met Town regulations and the requirements of the Planning and Zoning approved plans.

Visit our Town Website ([www.southwindsor-ct.gov](http://www.southwindsor-ct.gov)) to access the Town GIS, Connect South Windsor (under the Citizen Service Request Dashboard), and for information on Engineering permits, specifications and projects.

*Jeffrey Doolittle, P.E.*

*Town Engineer/Assistant Director of Public Works*

### **Public Buildings Division-**

The Public Buildings Division is responsible for short and long-term maintenance, safety and reliability of numerous capital assets throughout the Town. These assets include Recreational Facilities, Storage Facilities, Municipal Buildings and Out Buildings totaling approximately 200,000 square feet. In addition to numerous seasonal sites maintained by this Division, the majority of our work relates to Public Buildings that see the heaviest use throughout the year.

The combination of sites include the Town Hall, Veterans Memorial Park, Charles N. Enes Community Center, Police Department, Little League Concession Stand, Nevers Road Bathroom Facility, Rotary Pavilion, Rotary Press Box Concession Stand, Public Library, Wapping Community House, Rye St Concession Stand, Tyler Regional Animal Care Facility, Edward F. Havens Sr., South Windsor Annex and the Public Works Maintenance Garage.

The Public Buildings Division's primary focus is to support each site's critical safety and emergency systems such as HVAC, Fire, Water, Electrical and Emergency back up systems. The Facilities Department also recognizes the importance of the supporting role it plays providing quality and timely assistance 24 hours a day so that residents, user groups and stakeholders have clean, environmentally friendly and



*New base and pavement on the south section of Nevers Road*



*Paving on Bayberry Trail*

climate controlled facilities 365 days a year. The Public Buildings Division Staff provides timely, courteous and professional support services on two shifts that cover eleven hours of the day. Planning and organizing work schedules and activities is accomplished out of the Building Maintenance Headquarters on Ayers Rd.

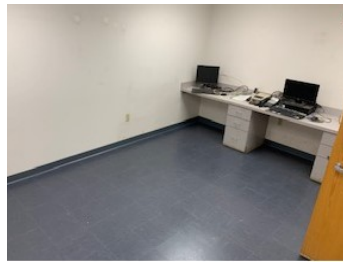
### Preventive Maintenance Activities

At different times throughout the year, the Building Maintainers complete a wide variety of Preventative Maintenance activities. The list below consists of both activities related to code compliance, and Preventive Maintenance tasks that our department undertakes to maintain the expected useful life of these assets.

- Preventive Maintenance on all interior and exterior door systems and associated hardware throughout all Public Buildings
- Annual Gutter Cleanings
- Monthly Housekeeping, OSHA Safety, Electrical, above and below ground storage tank and monitoring system inspections
- Monthly security system inspections and testing
- Annual kitchen hood extinguishing systems inspections
- Annual overhead door maintenance
- Annual fire alarm systems inspections
- Monthly and annual fire extinguisher inspections
- Annual oven hood cleanings and inspections
- Semi-annual seasonal site openings and closings for Little League, Rye St, Ralph Giansanti Concession Stands, Rotary Pavilion and Veterans Memorial Park Sites.



New Flooring and Paint at the Public Works Garage



New sliding exterior doors at the Community Center

- Monthly and annual emergency light and exit sign inspections
- Quarterly roof inspections

### Construction Projects and Renovations Completed in Fiscal Year 2019-2020

- Replaced many slabs of concrete sidewalk at the Police Department
- Installed a new roof at the Town Library
- Started HVAC upgrades at the Community Center and Police Department
- Installed Natural Gas at the Police Department and Community Center
- Started the Town Garage Bay modification project
- Installed new carpet and painted Public Works Offices at Town Hall
- Installed new cabinetry in the Training Room of the Police Department
- Installed new carpeting and painted the walls in the Training room at the Police Department.
- Completed the modernization of the Library Elevator
- Started the Town Hall Elevator Engineering Project to replace the elevator and install a concrete accessible ramp

- Replaced VCT flooring and painted walls in two offices at the Public Works garage facility
- Carpeted and painted the Tax Office at Town Hall
- Replaced solid steel exterior doors and frames at the Police Department and Town Garage
- Installed a new Fire Alarm system at the Library
- Repainted interior door frames and stair risers at Town Hall
- Installed new automatic sliding entry doors at the Community Center

### Service Contracts

The Public Buildings Division administers and manages the services related to the contracts listed below. Most contract terms whether they are in-house or state contracts have multi-year terms. This enables us to evaluate the current and future cost of each contract and to make decisions based on a number of criteria including cost and quality of service.

### Leaseholds

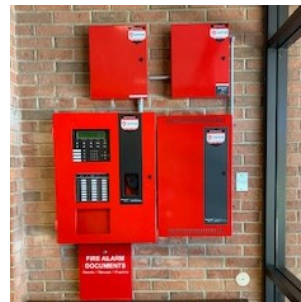
The Public Buildings Division administers and manages nine Agricultural, Farmland, and Tobacco Farming Leases. The lease terms vary slightly with each lease, although most are long-term leases, primarily



Library Roof Replacement



New Counter and Cabinetry at the Police Department



New Fire Alarm System at the Library



Repainting interior door frames at Town Hall



## Departments & Services

because most farmers need long-term agreements to recoup their upfront costs for fertilizing, sowing and maintaining the land for their specific use.

### Staff Profiles

The Maintenance Department Staff consists of three well-equipped and experienced Building Maintainers and one Maintenance Supervisor. Together they maintain contracted services such as HVAC, Janitorial Services, Fire Protection Services, Elevator and Electrical Services in the Public Buildings. The Building Maintainers also complete a host of daily routine, emergency, and project requests from various staff members including department heads, division managers and the general workforce. The staff works two shifts: 7am-3pm, and 10am-6pm, five days a week. Each employee is qualified to complete work on various trade levels, but each also specializes in a construction trade of their own. The hours and skills of the staff enable them to take on work that might normally have to be outsourced.



Ron Armes is our Maintenance Supervisor. Ron has been with us for about a year and works out of the Wapping School where the Building Maintenance Headquarters are located. Ron is a hard working, energetic person who loves a challenge.

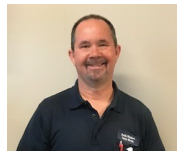
Ron has more than 25 years of experience in the HVAC industry. Ron has proven to be a valuable asset to the Town.



Chris Gargano has been with the Town for 16 years and works 7am to 3:30pm. Chris is a dedicated employee who takes pride in his work. Chris specializes in electrical repairs and installations; he handles most of the electrical requests that come our way. Chris' last employer was Pratt & Whitney, where he worked for over twenty years.



Mike Costa has been with the Town since October 2007 and works 10am to 6pm. Mike is one of the kindest people you will ever meet, and like Chris, he also specializes in a construction trade. Mike is a skilled carpenter who owned his own business for many years. Mike handles most of the requests relating to carpentry and painting including custom woodworking and repairs to doors and wall systems.



Gary Palmberg has been with the Town since July 2016 and works the day shift from 7am to 3:30pm. Gary is a multifaceted person who responds to plumbing, carpentry and light

electrical requests for repairs. Gary is also involved in our inventory management system and orders most of the parts we use throughout the year. Gary always portrays a positive attitude and is very well liked by everyone he meets.

### Maintenance Department Mission Statement

To provide a healthy, clean and safe environment for all stakeholders with LEAN practices, Continuous Improvements, and Customer Service that is second to none.

Clay Major  
Facilities Manager

### Refuse/Recycling Collection & Disposal Division

The Pollution Control Department manages the contracted services for the collection and disposal of refuse and recyclables.

The Town adopted a recycling ordinance in September 1990 and implemented a residential curbside recycling program the following month. The program has subsequently been expanded to include recycling of the following items: newspaper, corrugated cardboard, cereal boxes, glass and metal food containers, plastics, scrap metal, magazines, junk mail, textiles, electronics, household hazardous waste, aseptic packaging, leaves, and Christmas trees. The Town hosts 6 electronic recycling events at Town Hall and participates in the 6 annual Capital Region East Operating Council (CREOC) household hazardous waste collections. More information concerning the recycling and refuse programs may be on the Town's website ([www.southwindsor-ct.gov](http://www.southwindsor-ct.gov)).

In waste management, we will be challenged to improve municipal recycling programs, and reduce waste. In accordance with Section 22a-241a of the Connecticut General Statutes (CGS), the State has set as a solid waste management plan the goal of diverting through source reduction, reuse and recycling at least 60% of the solid waste generated after January 1, 2024. This waste management plan will also be consistent with the State's climate action priorities – greenhouse gas mitigation, and clean energy. Through State legislation Section 22a-228(b) Connecticut has formally adopted an integrated waste management hierarchy as a guiding framework for solid waste management efforts. Connecticut's system adheres to

Contract Service	Description	Procurement Avenue
HVAC	Public Bldgs Full Service	TOSW Contract
HVAC-Automation	Public Buildings-PM Service	TOSW Contract
Sprinkler/Backflow/Fire Alarm	Public Bldgs-Code Compliance	State Contract
Heating Oil	Public Bldgs-Heating Delivery	State Contract
Chemical Treatment	Cooling Tower/Heating Loops	TOSW Contract
Refuse Collection	Seasonal/Non Seasonal P/U	TOSW Contract
Energy	Electricity Generation	CCM Purchasing Co-Op
Ductwork Inspections/Cleaning	All Public Bldgs Rotating 5 yrs	State Contract
Cell/GPS/Air Cards	Fees and Equipment Purchase	WSCA Purchasing Co-Op
Telephony/Internet	Phone/ Bulk Internet Service	State Contract
Kitchen Hood Inspections/Cleanings	Annual Cleaning/Inspection, Code Compliance	TOWS Contract
Fire Extinguisher/Emergency Light Inspections	Monthly and Annual Emergency Light and Exit Sign Inspections	State Contract
Janitorial Services	Full Service-All Public Buildings	TOSW Contract

this hierarchy by emphasizing source reduction, recycling, composting, and energy recovery from solid waste, while relying on landfill disposal and incineration as a last resort.



To help meet these goals the Town is offering, along with the electronics recycling events and household hazardous waste collections, curbside textile collection and textile collection containers at each school, the Recreation Department, and the Community Center. The clothing and material collected is either reused or repurposed to create a new product.

The frame work of a 10 year contract extension with All American Waste for the collection and disposal of refuse and recycling was negotiated and was prepared to be executed in July 2020. Refuse tipping fees continue to rise across the region and recycling markets continue to fluctuate due to tightened contamination standards. It was determined that a long term contract with a known local vendor was in the best interest of the Town. All American Waste has provided outstanding, uninterrupted service to the residents of South Windsor. They continue to be a reputable partner with the Town.

Through the recycling program, the Town has been able during the past year, to divert solid waste that otherwise would have had to have been disposed of at a landfill.

The table below compares Town residential recycling efforts of this past year with prior years.

Anthony Manfre  
Superintendent of Pollution Control

### Streets Division

Your Public Works Street Services Division continues to champion the Town of South Windsor’s modus operandi of “Our Town, Our Future” by not only supporting the Town’s residents with outstanding customer service and quality workmanship; but by also making a concerted effort to support and collaborate with other divisions in Town, thus realizing all the more value in the tax payer’s dollar.

Working with the Water Pollution Control Division, the Streets Division helped them replace their odor control element that keeps the waste process olfactory hues to a minimum. Keeping this scope of work in-house and not contracted out saved the Town a substantial amount of money and allowed us to utilize some of our own in-house mulch, woodchips and compost. Projects of this nature are a great



RECYCLED ITEMS	2017-2018	2018-2019	2019-2020
Refuse—Municipal Solid Waste (tons)	7,488.17	7,401.64	7,543.57
Single Stream Recycling Newspaper/cardboard, food and beverage containers (tons)	2,406.03	2,294.23	2,279.88
Household Hazardous Waste (tons)	328	537	398
Batteries (units)	51	37	71
Leaves (cubic yards)	15,826	29,000	28,750
Scrap Metal (tons)	37.64	45.01	43.53
Waste Oil (gallons)	986	990	698
Electronics (tons)	58.53	75.98	38.83
Textiles (tons)	18.19	35.89	57.60

opportunity for sibling departments to collaborate and expose our workforce to new challenges.

Public Works Streets Division also collaborated with the Police Department to repave the Tyler Regional Animal Shelter parking lot. This project scope included removing some dead trees, realigning some walkways and driveways, installing new curb, catch basins, parking lot and new markings. Again, keeping projects like this in-house as opposed to contracting them out saves the Town’s taxpayers money and also allows our crews to continue to fashion new skills and capabilities.



Avery Brook experienced some intense storm damage from the November 2019 wind/rain storm. Many trees fell across the brook into neighboring yards, and cleaning up these trees proved to be a challenge due to the lack of easy access and working in water. A plan was developed to put a tree processor into the channel to remove all the trees that fell from the storm. While the intent of this project was just to do storm clean up, having the equipment in the channel gave us the opportunity to tackle some of the Vegetative Management Plan that has gone unfunded for some years now. While we were not able to complete the whole VMP on this project, it was a chance to learn how to best perform this kind of work.



## Departments & Services

The Ash Tree removal program continued to progress with some more collaboration with private housing associations-working with some property management companies they were able to remove their hazardous ash trees utilizing the Towns position with the contractor. This unique approach is mutually beneficial. The residents of those associations are able to remove the hazardous trees in concert with the Town and make the Town safer for everyone. Two ash tree removal days were performed, removing over 100 dead Ash Trees. These ash tree removal days take quite a bit of planning to execute safely and effectively. All trees need to be assessed with permissions to remove if necessary and any conflicts mitigated. An efficient route needs to be plotted to ensure our time with the machines is effective and safe.

Speaking of invasive, the Public Works Department in collaboration with Bill Marshall, the Parks Department and Planning and Zoning-continued to support the South Windsor Invasive Plant Working Group (SWIPWG). This volunteer group has been meeting almost monthly to prevent knotweed from expanding exponentially

behind the Town Hall. As they have progressed in their scope, a new initiative has evolved with the planning of an Invasive Species Identification walking trail. This trail will be located behind the Town Hall, and will feature informational placards adjacent to living specimens of invasive species so folks interested in learning more about managing invasive species on their properties can properly identify and control them.

Along with all of the unique projects the division completed, we also continue to maintain the Town's roadways and infrastructure to the best of our ability with the funds provided. This maintenance includes but is not limited to: cleaning out clogged drainage systems (two major ones this year, one on Pleasant Valley Road and the other on Barber Hill Road, both of which lead to underground repairs), maintaining the Town's roadsides with its street sweeping program and road side mowing program, as well as managing all of the Town's tree assets and their inherit liabilities. Additionally, the department collects all of the residents' leaves and

composts them for a return on investment the following year.

Street Services supports every event in Town either through channeling device installation, light tower set ups, pot hole patching, sign installations and so forth (up to 30 of these events in any given year). The division also maintains all of the catch basin clean outs, culverts, outfalls and inlets. Annually, some roads in Town need to be regraded for public access. Vibert Road is a prime example of this exercise.

Illegal roadside dumping issues are all facilitated through the division, along with roadside spraying for invasive species that if left unchecked become unsightly at best and can become a safety concern by causing line of sight issues. In addition, the division works to combat the ever-pervasive beaver population which threatens to inundate bridges, waterways and neighborhoods if left unchecked.

Street Services also maintains all the Town's road line striping and crosswalks. Once again, this is not an exhaustive list but just some examples of what Street Services does for the residents of South Windsor, including plowing and treating all the 141 miles of roads in Town. An important and critical task, snow removal requires competent planning and execution to maintain safe roadways. Conditions need to be monitored constantly, sometimes waiting all night for it to start to snow; others dealing with what we were forecasted to believe would be rain, turns to ice.

The sign shop continues to update and support all of the Town's Divisions in providing custom signs. Some notable projects this past year have been supporting all the different divisions with their sign needs due to this recursive virus COVID-19. Maintaining and monitoring over 5,000 street signs in Town, the sign department is one of the most crucial facets of our operation-insulating the Town from future litigation by keeping signs young, and not waiting until they are old.

The Fleet Services Division maintains all of the Town's Police Vehicles, Community Service Buses, Small Fire Personnel Vehicles, and Town Hall's Fleet, Engineering's Fleet, Pollution Control's Fleet, Parks and Recreation's Fleet, and our own Street Services' Fleet. The fleet division is always searching for value added projects

STREET SERVICES ACTIVITY	2016-2017	2017-2018	2018-2019	2019-2020
Total Road Resurfacing Miles not including Bond Work Projects	0.0	0.0	0.0	0.0
Crack Sealing Road Miles Maintained	28.84	27.79	12.62	15.38
Street Sweeping Days with 1 Sweeper Unit	35 Days	35 Days	35 Days	35 Days
Cut and Patch Road Repairs not including Street Cut Permit	15,000 + est. square feet	15,000 + est. square feet	15,000 + est. square feet	15,000 + est. square feet
Drainage Facilities Repaired or Rebuilt	63	96	144	
Leaf Collection Cubic Yards / Vacuum Days	22,333/30 collection days	26,555/35 collection days	26,555/35 collection days	29,050/35 collection days
Roadside Mowing Passes	3	3	3	3
Miles of Road Plowed	140.0	140.0	141.0	141.0
Number of Snow & Ice Events / Annual Snow Fall	13/57.25" inches of snow	21/48.75" inches of snow	14/39" inches of snow	10/15.75" inches of snow
Total Tons of Salt Used for Winter Operations	2,660	3,474	3,322	1,444
Total Catch Basins Cleaned	1,527	2,001	1,900	2,405
Total Street Tree Issues tracked with the Dashboard System and Connect SW	117	139	72	72
Dead Animal Carcasses Picked Up and Disposed of	71	55	92	98
Pothole Patching Material	184 tons	196 tons	100 tons	105 tons



and setting the gear shift for the most efficient processes possible. For example, repurposing an old retired field mower to be able to help roadside mow more quickly in areas where a flail mower is not necessary. Additionally, the department had an internal promotion with our Master Mechanic Chuck Marshall becoming the Fleet Services Division Manager. Over the past year Chuck has brought our RTA fleet management software live, allowing all of our work orders to be in digital format streamlining that process. He has also worked with all the departments in Town to simplify the vehicle acquisition process, along with renegotiating some contracts to find more value for our dollar.

In summation, the past year within The Division of Street Services has been a productive and safe one, with no major injuries or incidents. The Division is committed to "Our Town, Our Future" philosophy and will continue to provide value added services to the residents and fellow departments of South Windsor.

*Vincent Stetson*  
*Superintendent of Street Services*

#### **Water Pollution Control Division**

The division of Water Pollution Control is responsible for the collection, treatment, and discharge of wastewater. Activities include: wastewater treatment, sludge disposal, laboratory analysis, sewer line cleaning, inspection and repair, as well as treatment plant and pump station maintenance. This Division also assists the Parks & Recreation Department for the mechanical maintenance of the Veteran's Memorial Park swimming pool pump and filtration system.

During the past year, the Division treated 908.7 million gallons of wastewater at a treatment efficiency of 99% Biochemical Oxygen Demand, 99% Total Suspended Solids and discharging an average of 93 pounds of nitrogen per day. The Town is required to maintain a treatment efficiency of 85% and discharge no more than 106 pounds of nitrogen per day under the current discharge permit issued by the Connecticut Department of Energy and Environmental Protection (DEEP). In treating the wastewater, 808.13 dry tons of solids were removed and transported to the Hartford Metropolitan District Facility (MDC) for final processing in accordance with the Town's participation in a cooperative

regional sludge management program. Wastewater service is provided to 8,493 residences and 353 industrial and commercial businesses in South Windsor and Manchester. Service is provided to out of town properties in accordance with the provisions of inter-town sewer agreements. Through such agreements communities are benefited by limiting the number of expensive pump stations which would otherwise have to be constructed and operated.

This year we began the selection process for a design engineering firm to assist with the upgrade of the Clark Street, Benedict Drive, and Pleasant Valley Pump Stations. Construction is anticipated to begin in the Spring of 2022. The Water Pollution Control Authority (WPCA) is actively seeking DEEP Clean Water Fund loans to finance the project. The Clean Water Fund loan offers a favorable 2% interest rate over 20 years. In order to qualify for the loan a quality base selection process was required for the selection of the project engineer. This process was completed and the appropriate documentation has been submitted to DEEP for review and approval to move the projects forward.

With the help of the Streets Department, our team was able to complete the reconstruction of the treatment plant's odor control biofilter system. The biofilter is an odor control process that utilizes moist organic materials to absorb and then biologically degrade odorous compounds. The media used is a combination of woodchips and the Town's leaf compost with a life expectancy of 4-5 years. We anticipated the reconstruction of the media through a private contractor to take 5 days and cost \$60,000. With the coordinated efforts of both the WPC and Street



*The spent media being removed from the biofilter*

Department staff the project was completed in little more than 3 days at a cost of \$12,000.

Sanitary sewers are an essential part of the evolution of the Town. We continue to see growth in the commercial and industrial sectors as more and more businesses are attracted to the area. The I-291 Corridor on Ellington Road is an example of this. In order to accommodate the future wastewater discharge from this developable land Wright-Pierce was hired to design a sanitary sewer extension. Construction was completed in October 2020 and was entirely funded through a grant from the Small Town Economic Assistance Program (STEAP). We are working closely with the Department of Economic Community Development to ensure the grant funds are properly used.

*Anthony Manfre*  
*Superintendent of Pollution Control*

#### **Registrar of Voters**

The Office of the Registrar of Voters (ROV) is governed by the Connecticut State General Statutes. The responsibilities are to register eligible US Citizens to vote and to administer and conduct all elections, primaries and referenda in an accurate and impartial manner. The ROV Office maintains voter registration cards and records, compiles monthly reports of all activities concerning the voters in South Windsor and is responsible for hiring and training all official election poll workers.

The use of the Tabulator Voting Machines has continued to accurately expedite the entire voting process and provide accuracy as proven by the state audits the Secretary of the State conducts following each Election and Primary.

South Windsor was selected this year to be one of the towns to go through a computerized audit following the 2019 Municipal Election. The audit proved the accuracy of the tabulator and the integrity of the election.

During the Fiscal Year 2019-2020, the ROV Office received and implemented 3,800 changes to the voter records. The total number of changes includes new registrations and removals, as well as name, address and party affiliation changes.

## Departments & Services

The ROV Office held special voter making sessions required by the Connecticut State General Statutes to properly accommodate the number of new electors prior to the Municipal Election held on November 5, 2019 with a voter turnout of 40% and the March 20, 2020 Referendum for the construction of Pleasant Valley School with a 25% voter turnout. Election results following each election are posted on the Town website.

South Windsor continues to use Electronic Poll Books with the official election checkers using laptops in our five polling locations with the voters checked in electronically. This provides immediate access as to whom has voted throughout the election and after. The paper list continues to be used at all polling locations as it is mandated by the State.

The ROV Office conducted their Annual State required Canvass of all Voters in South Windsor from January 15, 2020 through April 30, 2020.

Before the end of this fiscal year, we were faced with the beginning of the challenges of COVID-19 and what would become the normal in our lives and in the elections.

Both Registrars have remained active in the Registrar of Voters Association of CT (ROVAC). Sue Burnham continues to serve as Chair of the ROVAC Ways & Means Committee and Treasurer of the Hartford County Registrar of Voters. Sue W. Larsen is continuing her term as President of ROVAC and serves as an honorary member of all ROVAC committees.

*Sue Burnham*  
Republican Registrar of Voters

*Sue Larsen*  
Democratic Registrar of Voters

### Town Clerk's Office

The Town Clerk's Office is the records management and information center for the Town. The Connecticut General Statutes and Town Charter charge the staff with hundreds of functions. Responsibilities include recording, reporting and maintaining land records, vital statistics and maintaining all Town Council, Boards and Commissions agendas, minutes and records; recording and maintaining election results, issuing absentee ballots as well as various licenses and permits; and maintaining financial records for the collection of various fees and taxes for the Town and State.

We provide information on all property transfers and sales to the Assessor and Tax Collector. The staff issues and/or maintains records for marriage, dog and liquor licenses. Photocopies of agendas, minutes, land records and surveys are available for a fee, as are certified copies of birth, marriage, death and veteran discharge records. Duties also include the processing of all Town notary appointments and appointment of unaffiliated Justices of the Peace, accepting lawsuits and claims for filing, recording cemetery deeds, maintaining burial records, and processing and publishing Town ordinances.

Our land records are utilized daily by title searchers, attorneys, bankers, appraisers, civil engineers, surveyors, real estate agents and the general public.

The Town Clerk's Office collected \$2,329,417 in revenues for the State for various licenses, fees and conveyance tax and \$792,036 in revenues for the Town's General Fund and LOCIP Funds for a total collection for Fiscal Year 2019-2020 of \$3,121,453.

*Bonnie L. Armstrong*  
Town Clerk

REGISTRATION FIGURES AS OF JUNE 30, 2020					
DISTRICT	REPUBLICAN	DEMOCRATIC	UNAFFILIATED	OTHER	TOTAL
I	239	328	425	14	1,006
II	666	1,090	1,231	52	3,039
III	963	1,782	1,808	63	4,616
IV	621	807	1,068	35	2,531
V	970	1,768	1,968	68	4,774
<b>TOTAL</b>	<b>3,459</b>	<b>5,775</b>	<b>6,500</b>	<b>232</b>	<b>15,966</b>

Town Clerk Activity Summary	
Land Records	6,282
Dog licenses	2,156
Marriage Licenses	128
Maps Filed	68

## Boards and Commissions

### **Agricultural Land Preservation Advisory Commission**

The Commission was appointed by the Town Council in 1987 to aid in the preservation of farmland and open space and to offer support to the agricultural community. The Advisory Commission is comprised of representatives from a broad spectrum of the professional community, including farmers, local business people, realtors, Town staff, and land use commissioners.

SWALPAC helped formulate and bring to referendum the Open Space Funding in 1987 and 1996. Several properties have been purchased with those funds: the Sluzkanis Property (Nevers Road Park), the Barton Property (Rye Street Park), the Priest Farm (Sullivan Avenue), the Willard-Waldron-Kelley Property (Wapping Park), the Mitchell Property (Sullivan Avenue and West Road), the Jones Property (Avery Street), a portion of the Foster Farm Property, and the purchase of development rights of 49.7 acres of Shepard Farm (Main Street and Pleasant Valley Road).

The Commission provides comment on activities associated with agriculture on Town owned lands. The Commission continues to evaluate and comment on open space properties for possible purchase by the Town.

SWALPAC meets bi-monthly.

*Joseph Kennedy*  
Chairperson

### **Historic District Commission**

The Historic District Commission, established with a majority vote of residents in 1970, is charged with the oversight of alterations to any exterior architectural feature or structure within the District's boundaries, visible from a public street, way, or place. Working in cooperation with property owners, the Commission strives to maintain the precious historical character of the individual properties and of the District as a whole. The Commission reviews proposed work at a public hearing and, if approved, issues a Certificate of Appropriateness.

This has been an unusual year for the Historic District Commission. From March through July, regular meetings of the HDC were canceled and no applications for exterior alterations were received, due

primarily to the COVID-19 pandemic. Prior to March, five regular meetings were held, two Certificates of Appropriateness were issued and four Historic House Signs were approved and delivered to homeowners.

We were extremely pleased to welcome two new members to the Commission: Michael Giannamore and Elizabeth Burgess. We also want to thank Nadine Hassan-Caron, who left the Commission, for her service. In February, Commissioners elected Virginia Macro and Elizabeth Burgess to serve as Co-Chairs through the end of the fiscal year, with Elizabeth continuing in the role as Chair in the next fiscal year, and Janet Wade-Utay as Clerk and Vice-Chair. Due to the cancellation of meetings after the February meeting, these new positions have been delayed.

We look forward to resuming our mission as soon as possible. In the meantime, we continue to fulfill requests for Historic House Signs.

*Virginia Macro*  
Chairperson

### **Housing Authority**

The Housing Authority of the Town of South Windsor (HASW) administers 70 single-bedroom apartments for the Elderly or Disabled. Persons eligible of Elderly Housing are individuals who have attained the age of sixty-two years or over. Also, Disabled Persons who have not attained the age of sixty-two years or older may apply by furnishing the required documentation verifying their Social Security Disability status.

The HASW is "a public body corporate and politic" reporting to the Connecticut Housing Finance Authority (CHFA). The HASW does not expend any South Windsor tax dollars to operate and maintain its facilities. All maintenance is performed by Authority staff or contracted out to local companies. The Authority remits a payment to the Town of South Windsor. Last year a Payment in Lieu of Taxes (PILOT) in the amount of \$31,070 was delivered to the Town by the Authority.

Work continues at our Wapping Mews apartments located at the end of Elm Street. Our "modernization" refurbishments of the interior of all apartments, community room & laundry facilities are possible with the funds provided by the Community Development Block Grant and the State

Sponsored Housing Portfolio Grant. The update of these apartments built in 1972 includes completely removing the interiors of all the apartments and installing all new flooring, cabinets, lighting, appliances and walk-in showers to replace the bathtubs. The exterior remodeling includes new triple pane windows/screens, front and back doors, storm doors, siding and new lighting. The community room and laundry room are also being refurbished, with the laundry area being enlarged. The Housing Authority of South Windsor is contributing over \$128,000 of our reserves to share in the costs of making this remodeling everything we feel to be necessary to make our residents as safe and comfortable as possible.

The Housing Authority continues to seek funds when available to construct an additional 40-unit apartment building for the elderly (62 years and older) on the land abutting our Flax Hill apartments. The plan would be to convert the facility, at some point in the future, to a congregate facility providing at least one hot meal a day in a dining room setting, offering light housekeeping to the residents, and having HASW staff in the building 24/7 in the event of an emergency. This will allow our present tenants, and other elderly, to live in South Windsor should they no longer be capable of independent living. If you have any questions regarding the Housing Authority, you may contact our office at (860) 644-3082.

*Dwight Johnson*  
Chairperson

### **Inland Wetlands/Conservation Commission**

During the Fiscal Year 2019-2020 the Commission received twenty-five applications, which were approved with various conditions. Five applications were administered by Town Staff as minimal impact activities. One violation notice was issued for unapproved activities within wetlands.

The Commission carried out its task with the assistance of Jeff Folger, Environmental Planner/Conservation Officer. The Commission was further assisted by staff in the Planning and Engineering Departments.

The IWA/CC sent representatives to the Open Space Task Force, and SWALPAC to



aid these committees in addressing any wetland, conservation or land use planning issues.

In addition, the Commission oversees the management of the Wildlife Sanctuary. We are aided in this effort by a number of dedicated volunteers. The Commission gratefully acknowledges the support of the Parks and Recreation Department for their annual contribution of time spent in mowing the sledding hill, and interior meadows to control invasive, exotic plant species and maintain the hill as grassland habitat.

The Conservation Commission produces and updates a series of educational brochures on the Frank Neiderwerfer Wildlife Sanctuary, The Maj. Michael Donnelly Preserve and Wapping Park which are available in the Planning department, the Town Clerks Office and at the Sanctuary.

In 2013, the South Windsor Town Council earmarked the proceeds from agricultural leases on Town owned land to be used to enhance and maintain its open space properties. The Council authorized the South Windsor Conservation Commission to administer the disbursement of those funds. The Conservation Commission is working with the Parks and Recreation Department to provide upgrades to equipment to aid in the maintenance of open space properties and provides resources to purchase tree seedlings for habitat improvements on open space.

The Commission assists the South Windsor Invasive Plant Working Group in initiating an invasive plant removal project on the Town Hall property, where a group of citizen volunteers meet on the site once a month to physically remove invasive plants such as, Asiatic Bittersweet, Wing Euonymus, and Japanese Knotweed from the forested areas adjacent to Plum Gully Brook.

The Commission acknowledges the valuable assistance of the Open Space Task Force and the Walk and Wheelways Committee for their tireless contributions to open space projects and advocating open space protection and recreation.

*Jeffrey Folger*  
*Environmental Planner/Conservation Officer*

### **Mass Transit and Highway Advisory Commission**

The purpose of the Mass Transit and Highway Advisory Commission is to monitor local traffic changes and traffic safety concerns, study the needs for mass transit within South Windsor, seek out programs to increase and improve mass transit, and advise the Town Council on those issues. Additionally, the Commission may make recommendations regarding traffic and report them to the Town Council and the Planning and Zoning Commission.

During Fiscal Year 2019-2020, the Commission spent most of its time developing a plan for the local trolley that would serve key areas of the town's residential and commercial locations and be the beginning of wider local service.

To that end, the Commission focused on a specific grant application and its requirements to fund the project. Commission members analyzed different areas of town according to population profiles: age, income, density, and households without vehicles. We developed a vision statement for the bus project. Each member drew up a route that would reflect the goals of that vision while serving targeted population areas. We finalized several routes and sent them to the appropriate Town staff for critiquing. At that point, in March, the Town Hall was closed down and COVID-19 health restrictions prevented further meetings for the rest of Fiscal Year 2019-2020. Due to those barriers, the grant application could not be completed before the deadline. The Commission expects to apply again in 2021.

The Commission also promoted the use of public transportation with a program at the Teen Center, a booth at Heritage Day and an increased presence on the Town website.

The Chairperson would like to thank Commission members for their important work to create better transportation options for our community. We have no doubt that the Commission will respond with commitment and dedication during the challenging situations generated by the current health crisis.

A new schedule of the Commission's meetings dates, times and locations is in

the process of being created as of this writing. Please consult the Town Clerk's office or the Town website for information regarding upcoming meetings.

*Karen Wagner*  
*Chairperson*

### **Park and Recreation Commission**

The Park and Recreation Commission (PARC) is working on projects, programs, and recreational facilities that will benefit our community and promote participation in healthy recreational activity for all residents.

Despite numerous meeting cancellations due to COVID-19, the Commission worked to develop new projects always keeping five important goals in mind:

- Enriching the quality of life for town residents
- Contributing to individual personal development
- Making the community a more attractive place to live
- Strengthening neighborhood and community ties
- Increasing awareness of personal health and wellness through recreational activities

As we work to achieve these goals we have accomplished the following in the Fiscal Year 2019-2020:

1. Continued the daunting task of revising the Council adopted Park & Recreation Master Plan which consumed most of our efforts for the Fiscal Year 201-2020, especially since this effort is being conducted completely in-house without the advantage of an outside consulting firm as a cost saving measure.
2. The PARC sponsored South Windsor Food Alliance continues to "grow" with many successful initiatives such as summer farmers markets and community gardens.
3. The "South Windsor Walk & Wheel Ways" (SWW&WW) sub-committee had another extremely successful year continuing a learn-to-ride program for fourth graders in partnership with the B.O.E. physical education department, adult learn-to-ride classes, participating in and sponsoring several community bike rides & trail hikes, and they had a routine presence at Planning & Zoning

Commission meetings to advocate for “walkability” & “bike-ability” in all upcoming road projects in town. They were successful in retaining their Bronze designation as a Bicycle Friendly Community with the League of American Bicyclist, they continue to work on the design of the Cross-Town Trail through the Eversource power corridor and they sponsored the “Sidewalk Showcase” on Saturday, September 21st.

4. Supported the proposed Parks & Recreation Department budget as submitted, which included a new Parks Maintainer position which did receive Town Council approval.
5. Successful completion of the new Nevers Park Restroom Facility as a cost-sharing project with the Rotary Club. Our partnership with our Rotarian friends has tremendously enhanced our parks system over the years with the addition of pavilions at Nevers and Veterans Memorial Parks, My Friend's Place playground, sports lighting at Pepin and Rotary baseball fields, additions and upgrades (flag garden & fire pit patio) at the Nevers Pavilion, and the Memorial Wall at VMP to name a few. We thank them for their continued support and dedication!

Commission projects on the horizon include: continued expansion of Walking/Biking Trails/Connector paths in town parks and neighborhoods, disc golf, soliciting RFP's for engineering and design for future reconstruction of the tennis courts at Wapping, another engineering study to evaluate future corrective measures to settling issues at VMP, and reconstruction of the internal roadway from Chief Ryan Way to Nevers Park. We always welcome any ideas for new programs, services or facilities.

The Park and Recreation Commission is an appointed body of ten regular members and two alternates. The Commission advises the Town Council on the active and passive recreational needs for the town. Regular meetings are held at the new Wapping Parks & Recreation Facility, 91 Ayers Road at 7:30pm on the second Wednesday of every month. We welcome your participation.

*Alan Larson  
Chairperson*

#### **Patriotic Commission**

“The purpose of the Patriotic Commission is to recognize, accommodate and foster pride and patriotism among the citizens of South

Windsor in our nation, our state and our town, and demonstrate evidence thereof through the development and conduct of programs and activities as hereinafter described.” (Ordinance #192, Section 3, Dated January 17, 2012.)

The Commission has 10 members and 2 alternates, appointed by the Town Council to staggered three-year terms. The first meeting of the Patriotic Commission year is in September, when planning for the upcoming year takes place. The Commission meets monthly at the South Windsor Town Hall on a regular basis, which is posted at the Town Hall and on the Town website.

This year the Patriotic Commission and the American Legion donated money to a Troop 880 and Life Scout Dylan Boron, for his Eagle Scout project. He built boxes for flag retirements which were placed at the Town Hall, Library, Community Center, and Recreation Department. The flags are collected and retired each June on or near Flag Day, June 14th.

On November 11th we held a Veterans Day ceremony at Veterans Memorial Park. Our guest speaker this year was Matthew Reed, former Chief of Police in South Windsor.



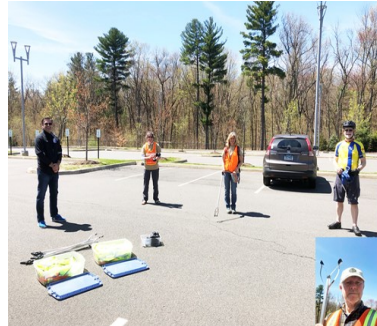
*The new restroom facility at Nevers Park is now complete and ready for use by the public! A ribbon cutting on August 27th made it official. Thank you SW Rotary for another successful partnership!*



*Parks crew installs the SWW&WW bike repair station at the new restroom facility at Nevers Park*



*Walk and Wheel Ways had over 80 participants for their Moonlight Walk on Saturday, March 7. Pictured are the dedicated few who braved the cold temp, hovered around the fire pit with hot chocolate following the hike!*



*Practicing social distancing and still getting the job done, members of the SW Walk & Wheel Ways (and yours truly) kept their “Adopt-A-Road” promise to pick up trash along Chapel Road on Sat., May 2nd.*



*The Ju Long Wushu Chinese Martial Arts Center was selected to “tie the ribbon” with Mayor Paterna, Deputy Mayor Pendleton and State Representative Jeff Currey as a symbol of Connecting Our Community at the “Sidewalk Showcase” on Sat., Sept. 21st sponsored by SW Walk & Wheel Ways.*



## Boards and Commissions

Wreaths were placed on the five monuments, WWI, WW2, Korea, Vietnam, and the town monument to all veterans who gave their lives in defense of our freedom. The South Windsor Community Chorus provided Patriotic music, and a ceremonial volley was provided by the South Windsor Police Honor Guard. Taps was played to end the program.

We also have a program for Veterans Day called "Veterans in the Classroom". Prior to Veterans Day, Veterans address the social studies classes at Timothy Edwards Middle School, explaining what they did in the military and answer any question the students ask. On Veterans Day, Veterans attend a service in front of the high school, then are brought into classrooms to speak and answer questions about their military service. All South Windsor elementary schools have a unique Veterans Day program.

In December, we support "Wreaths Across America," a program that places Remembrance Wreaths on veterans' graves in South Windsor. The program is organized by South Windsor's American Legion Post 133. A formal ceremony is held at Veterans Memorial Park, followed by the placing the wreaths on the graves of deceased

Veterans in all South Windsor cemeteries by volunteers.

In January our Patriotic Essay Contest starts. The Commission decides on topics for our essay contest with input from the school system. The contest is available to all South Windsor students, in public and private schools, as well as home schooled students. In January, we start receiving our Patriotic Commission Essay Contest entries. Entries are accepted until March 1st. We receive entries from public, private, charter, and home-schooled students. This year the contest was interrupted by the COVID-19 pandemic. The winners all received prizes but the recognition they normally get was postponed.

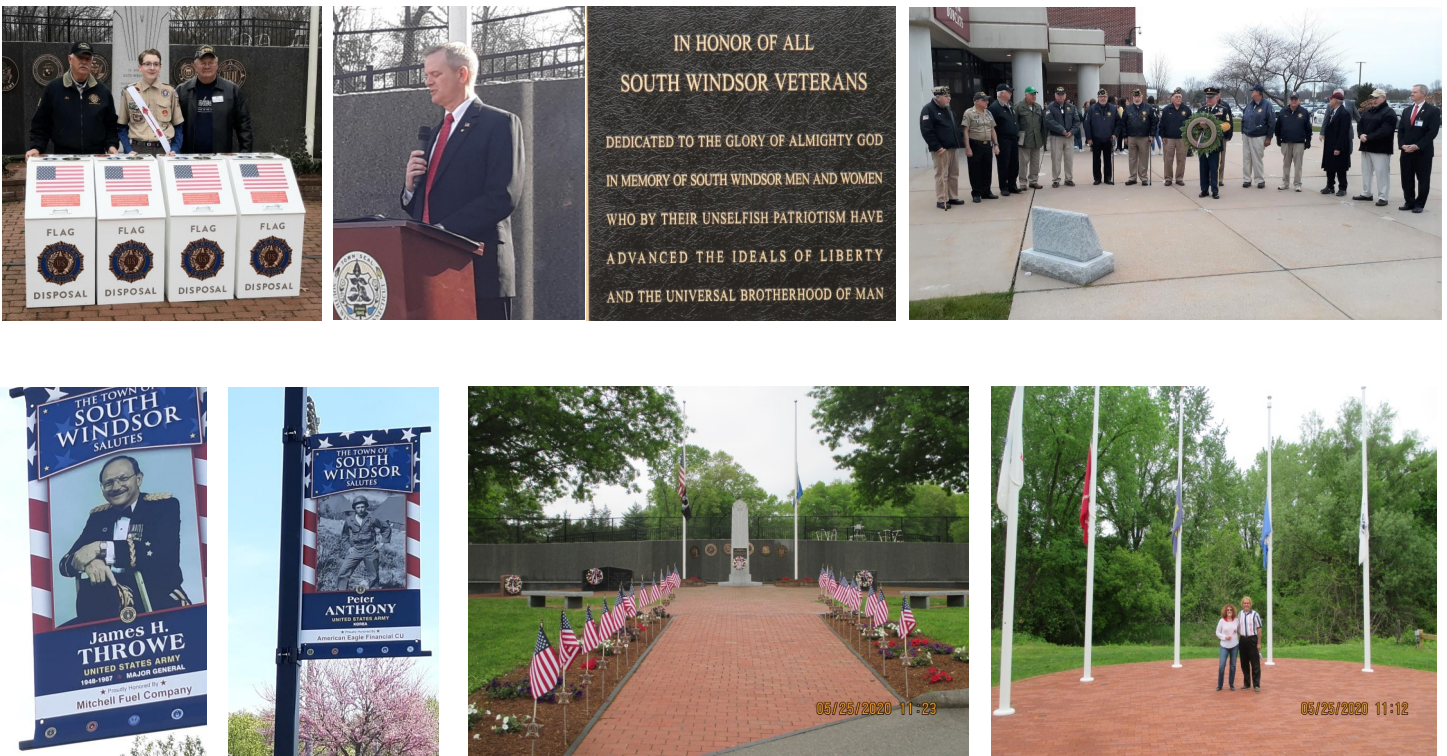
This year we entertained an idea to honor Veterans with banners on light poles at the community center. The idea was presented by Mihika Joshi, a 6th grader at TEMS. We adopted the idea and Mihika and her father, Anarug Joshi ran with the program, getting sponsors and finding a source for the banners. I am pleased to say we erected 8 posters at the Community Center in May.

In May our Armed Forces celebration had to be cancelled. We hope to resume it next year in a new format considering the status

of the pandemic at that time.

We celebrated Memorial Day with scaled back ceremony. The community was not invited, but the event was videoed and played on the community access channel later. There was no music. The guest Speaker was SGM Kent Carlson, Chairman of the Patriotic Commission. The names of Veterans listed on the monuments were read as a wreath was placed on the monuments. The Police Department Honor Guard fired a salute and "Taps" was played, ending the ceremony on a somber note. Flags were placed on all Veterans graves in South Windsor by members of the Patriotic Commission. This year the Patriotic Commission completed construction of a memorial patio across from the monuments, with flags representing all the military services. It is truly a spectacular sight at night when it is all lit up! In the picture below is State Representative Tom Delnicki and Town Councilor Audrey Delnicki.

In June, the Commission wraps up the year with a flag retirement ceremony. Old and worn flags are collected throughout the year, and in June we have a formal flag retirement ceremony at Veterans Memorial Park.





Twice a year the Patriotic Commission places memorial bricks in the walkway at Veterans Memorial Park. The bricks are purchased by individuals to honor a service member. Forms to order the bricks are available at the Patriotic Commission website and at the Town Hall.

There are photos and information about South Windsor residents currently serving in our Armed Forces hanging in the Town Hall, updated regularly by the Patriotic Commission. The information and photographs are provided voluntarily by the families.

The Commission has a link on the Town's website. Residents can find information regarding flag etiquette, Patriotic events, and other pertinent information on our site.

I would like to thank the Town for their generous support of the Patriotic Commission.

*Kent Carlson  
Chairperson*

### **Public Buildings Commission**

**Members:** Matthew Montana (Chairman), Edward O'Connell (Vice Chairman), Matthew Beaulieu, Carol Kelley, Phil Koboski, Bernard Thomas and Craig Zimmerman.

### **Phase II Eli Terry and Philip R. Smith Elementary Schools**

During the 2019-2020 Fiscal Year the Public Building Commission continued its work related to the Ten-Year Elementary Schools Master Plan, together with architect

Moser Pilon Nelson; owner's representative Colliers Project Leaders; and construction manager Gilbane Building Company were faced with the overwhelming challenge of delivering the new Eli Terry and Philip R. Smith schools on time and on budget during the COVID-19 Pandemic. Despite these challenges, and given the outstanding collaboration with Town officials and design professionals, these two buildings are expected to be completed on time and on budget, opening to excited staff and students in August 2020.

Throughout the year representatives of the commission attended weekly working group meetings with the project professionals, meticulously following every detail of the project, and provided valuable insight to the entire commission at its regularly scheduled monthly meetings. Given the challenge of continuous rising school enrollments, the commission found itself in the unique position of determining ways by which to add additional classrooms to both schools in the midst of the project. Despite the fact that these additions levied increases to the already established budget, the professional work of the team and commitment to detail proved successful.

In addition to the classrooms, the commission found itself able to also find ways to enhance the playing field at PRS and add storage sheds to both buildings, within budget. The school district's move to remote learning in March of 2020 due to the pandemic, allowed for an earlier completion of the move of teachers into the building as well as the demolition of the old

Eli Terry building prior to the start of school.

### **Phase III Pleasant Valley Elementary School**

While finalizing the details of the Phase II schools, the commission was given the charge of overseeing the construction of the Phase III - Pleasant Valley Elementary School. Below are several milestone dates related to this project:

October 2019: Board of Education Approved Educational Specifications for Pleasant Valley Elementary School

March 2020: Town of South Windsor voters approved Phase III, Pleasant Valley Elementary School

March 2020: School district, Town offices and commission move to remote office operations due to the COVID-19 Pandemic

June 2020 - October 2020: Following competitive RFQ/RFP and interview processes, the following project professionals were awarded contracts by the Public Building Commission for the Pleasant Valley Elementary School project:

Architect: Drummey Rosane Anderson

Owners Representative: Colliers Project Leaders

Construction Manager: Gilbane Building Company

Members of the commission appreciate the expertise and support from the many Town and school officials who are integral to the



## Boards and Commissions

success of the Eli Terry and Philip R. Smith schools and are looking forward to the continued collaboration on the Pleasant Valley project.

*Matthew Montana*  
*Chairperson*

### **Water Pollution Control Authority**

The Water Pollution Control Authority (WPCA) established in 1966 was originally known as the Sewer Commission. The Authority is made up of seven (7) members and two (2) alternates appointed by the Town Council for staggered terms of four (4) years. Its members are citizens of the Town who volunteer their time to oversee and implement policies created by the Authority to protect the operation of the sewerage system, the environment and ultimately public health. The Authority authorizes the annual budget, levies benefit assessments, establishes fair and reasonable sewer user charges, approves connections or expansions and applies for state and federal funds as authorized by the Connecticut General Statutes, Chapter 103 and the Town of South Windsor Ordinances 103 and 150.

The Water Pollution Control Authority is responsible for the proper functioning and continuous operation of South Windsor's sanitary sewage system which is essential for public health and safety, economic development, environmental protection, and the quality of life for those living and working in our Town. The operation and maintenance of the wastewater treatment plant and collection system is funded entirely through sewer user fees. Authority members establish fair and prudent fiscal policies to ensure adequate funding for proper maintenance, upgrade, repair and replacement of the system's components. Planning for future needs of this complex and widespread system entails a degree of unavoidable uncertainty, including, exposure to unforeseen natural events, accidents, revenue fluctuations, and unplanned facility repair, maintenance and improvement needs as the infrastructure ages.

The Water Pollution Control Authority set the Fiscal Year 2019-2020 operating budget at \$5.3 million dollars. The Authority in recent years has been focusing attention on proactive measures to rehabilitate the collection system infrastructure and meeting reserve funding goals to ensure the

stabilization of sewer user fees. This past fiscal year \$935,000 was budgeted for capital improvement projects; as a part of this budget \$845,000 was earmarked for relining deteriorating sewer pipe. Relining pipe is a trenchless technology that does not require excavation making it a cost-effective rehabilitation method.

The WPCA, per the WPCA Rules and Regulations, maintains a Reserve Fund made up of restricted funds for specific purposes which include an Operating Reserve equal to a three-month reserve of the operation budget used to offset variations in revenue and expenditures and a Replacement Reserve equal to two percent of the Pollution Abatement Facility Asset Value. At the completion of Fiscal Year 2019-2020 the Operating Reserve funding goals were met, however, despite a significant budgetary contribution of \$390,000 to the Replacement Reserve the account remains underfunded by 56% of the budgetary goal.

In 2015 the WPCA approved the implementation of the sewer user charge discount program for qualified residents. A qualified resident is a residential sewer user who is eligible for property tax relief under the State of Connecticut Qualifying Income for the Elderly and Totally Disabled Tax Relief Program. During Fiscal Year 2019-2020 191 residents participated in the program resulting in \$18,861.75 in discounted residential fees.

Residents are able to apply for the sewer charge discount program from February 1st through May 15th, the same time they apply for the Town's Property Tax Relief Program through the Human Services Department.

During the Fiscal Year 2019-2020, there were 44 new residential connections and the Water Pollution Control Authority approved 3 Commercial/Industrial connections.

The W.P.C.A. continues to work together with other Boards and Commissions in cooperative efforts to meet Town Strategic Plan goals and objectives.

*Thomas Ruby*  
*Chairperson*

### **Zoning Board of Appeals**

Established in 1938, the Zoning Board of Appeals determines and varies the

application of the zoning regulations on specific parcels of land where a literal enforcement of regulations would result in exceptional difficulty or unusual hardship.

This year the Board granted one variance for a residential property to allow an addition to an existing non-conforming structure.

The Board also granted one variance to a commercial applicant to allow impervious coverage greater than sixty percent.

The Zoning Board of Appeals has jurisdiction in hearing applications for Department of Motor Vehicle Used Car Dealers licensing. The Board approved three applications for licensing. Two applications were for retail sale of used motor vehicles. One application was for general repair of motor vehicles.

The Zoning Board of Appeals hearings are held at the South Windsor Town Hall generally on the first Thursday of the month beginning at 7:30 p.m. The public is always welcome to attend. Applications are available in the Planning Department at the Town Hall.

*Steven Carty*  
*Chairperson*

## Five Year Summary

### FIVE YEAR SUMMARY OF GENERAL FUND REVENUE COLLECTED (BUDGETARY BASIS)

	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
General Property Taxes	\$ 108,607,387	\$ 105,582,085	\$ 99,981,359	\$ 95,483,270	\$ 92,999,372
Intergovernmental	24,349,387	18,114,215	26,542,659	27,351,197	21,589,783
Services	2,881,389	2,484,022	2,710,888	1,833,177	2,379,396
Investment Earnings	867,349	1,019,772	441,324	226,526	108,902
Total Revenues	<u>\$ 136,705,512</u>	<u>\$ 127,200,094</u>	<u>\$ 129,676,230</u>	<u>\$ 124,894,170</u>	<u>\$ 117,077,453</u>

### FIVE YEAR SUMMARY OF GENERAL FUND EXPENDITURES

	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
General Government	\$ 4,402,074	\$ 3,920,342	\$ 3,658,337	\$ 3,570,625	\$ 3,292,016
Public Safety	9,063,302	8,838,487	9,065,292	8,555,095	8,111,848
Public Works	8,183,026	8,370,277	7,832,799	7,879,433	7,073,306
Human Services	1,056,860	1,104,145	1,006,150	993,195	871,198
Recreation & Library	3,249,366	3,111,541	2,699,404	2,868,468	2,804,943
Debt Service	8,693,319	8,264,684	8,363,179	7,365,581	6,874,897
Miscellaneous	7,592,362	7,459,924	6,708,737	6,340,930	6,556,833
Board of Education	83,553,012	76,914,581	85,735,350	85,322,089	76,768,518
Total Expenditures	<u>\$ 125,793,321</u>	<u>\$ 117,983,981</u>	<u>\$ 125,069,248</u>	<u>\$ 122,895,416</u>	<u>\$ 112,353,559</u>

### FIVE YEAR COMPARATIVE ASSESSOR GRAND LIST REPORT

	Oct. 1, 2019	Oct. 1, 2018	Oct. 1, 2017	Oct. 1, 2016	Oct. 1, 2015
Real Estate	\$ 2,363,726,615	\$ 2,488,914,361	\$ 2,548,057,060	\$ 2,354,986,979	\$ 2,160,695,641
Personal Property	421,117,070	394,178,512	381,763,430	340,605,990	272,704,520
Motor Vehicle	245,327,963	234,363,918	230,786,948	225,387,225	217,673,720
Grand Total	<u>3,030,171,648</u>	<u>3,117,456,791</u>	<u>3,070,607,438</u>	<u>2,920,980,194</u>	<u>2,650,773,881</u>
Less Exemptions	<u>176,178,614</u>	<u>348,373,852</u>	<u>321,762,146</u>	<u>318,272,044</u>	<u>104,350,010</u>
Net Grand List	<u>\$ 2,853,993,034</u>	<u>\$ 2,769,082,939</u>	<u>\$ 2,748,845,292</u>	<u>\$ 2,602,708,150</u>	<u>\$ 2,546,423,871</u>



**TOWN OF SOUTH WINDSOR, CONNECTICUT  
BALANCE SHEET  
GOVERNMENTAL FUNDS  
JUNE 30, 2020**

	General	Capital Projects Fund	Sewer Operating Fund	Nonmajor Governmental Funds	Total Governmental Funds
<b>ASSETS</b>					
Cash and cash equivalents	\$ 40,290,946	\$	\$ 30,035	\$ 970,164	\$ 41,291,145
Investments				143,008	143,008
Receivables, net	2,129,812	198,730	457,326	99,981	2,885,849
Due from other funds	1,566,377		1,808,237	3,331,317	6,705,931
Other assets				20,735	20,735
Total Assets	<u>\$ 43,987,135</u>	<u>\$ 198,730</u>	<u>\$ 2,295,598</u>	<u>\$ 4,565,205</u>	<u>\$ 51,046,668</u>
<b>LIABILITIES AND FUND BALANCES</b>					
Liabilities:					
Accounts and other payables	\$ 2,548,993	\$ 4,803,579	\$ 198,210	\$ 396,499	\$ 7,947,281
Due to other funds	5,139,554	1,539,721		26,656	6,705,931
Notes payable		18,000,000			18,000,000
Unearned revenue		826,500		153,865	980,365
Total liabilities	<u>7,688,547</u>	<u>25,169,800</u>	<u>198,210</u>	<u>577,020</u>	<u>33,633,577</u>
Deferred inflows of resources					
Unavailable revenue—property taxes	1,817,348				1,817,348
Unavailable revenue—sewer use			457,326		457,326
Advance property tax collections	<u>3,792,616</u>				<u>3,792,616</u>
Total deferred inflows of resources	<u>5,609,964</u>	<u>-</u>	<u>457,326</u>	<u>-</u>	<u>6,067,290</u>
Fund balances:					
Nonspendable				20,735	20,735
Restricted				1,756,737	1,756,737
Committed	3,094,594		1,640,062	2,217,328	6,951,984
Assigned	4,813,890				4,813,890
Unassigned	<u>22,780,140</u>	<u>(24,971,070)</u>		<u>(6,615)</u>	<u>(2,197,545)</u>
Total fund balances	<u>30,688,624</u>	<u>(24,971,070)</u>	<u>1,640,062</u>	<u>3,988,185</u>	<u>11,345,801</u>
Total Liabilities, Deferred Inflows of Resources and Fund Balances	<u>\$ 43,987,135</u>	<u>\$ 198,730</u>	<u>\$ 2,395,598</u>	<u>\$ 4,565,205</u>	<u>\$ 51,046,668</u>

## Auditor's Report

### STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCES GOVERNMENTAL FUNDS FOR THE YEAR ENDED JUNE 30, 2020

	General	Capital Projects Fund	Sewer Operating Fund	Nonmajor Governmental Funds	Total Governmental Funds
Revenues:					
Property taxes	\$ 108,607,387	\$	\$	\$	\$ 108,607,387
Intergovernmental	24,349,387	13,098,762		4,387,150	41,835,299
Charges for services	2,881,389	212,221	5,360,917	3,654,592	12,109,119
Investment earnings	867,349		251	18,183	885,783
Miscellaneous			7,601	406,567	414,168
Total revenues	<u>136,705,512</u>	<u>13,310,983</u>	<u>5,368,769</u>	<u>8,466,492</u>	<u>163,851,756</u>
Expenditures:					
Current:					
General government	4,402,074			167,166	4,569,240
Public safety	9,063,302			134,929	9,198,231
Public works	8,183,026		3,589,484	475,071	12,247,581
Human services	1,056,860			299,896	1,356,756
Culture and recreation	3,249,366			1,903,674	5,153,040
Insurance and sundry	7,592,362				7,592,362
Education	83,553,012			5,294,892	88,847,904
Debt service	8,693,319				8,693,319
Capital outlay		52,866,614			52,866,614
Total expenditures	<u>125,793,321</u>	<u>52,866,614</u>	<u>3,589,484</u>	<u>8,275,628</u>	<u>190,525,047</u>
Excess (Deficiency) of Revenues over Expenditures	<u>10,912,191</u>	<u>(39,555,631)</u>	<u>1,779,285</u>	<u>190,864</u>	<u>(26,673,291)</u>
Other Financing Sources (Uses):					
Issuance of general obligation bonds		13,500,000			13,500,000
Issuance of capital lease		778,480			778,480
Premium on general obligation bonds	574,216				574,216
Transfers in	59,678	4,555,189	13,695		4,628,562
Transfers out	(2,941,621)		(1,658,568)	(28,373)	(4,628,562)
Total other financing sources (uses)	<u>(2,307,727)</u>	<u>18,833,669</u>	<u>(1,644,873)</u>	<u>(28,373)</u>	<u>14,852,696</u>
Net Change in Fund Balances	8,604,464	(20,721,962)	134,412	162,491	(11,820,595)
Fund Balances at Beginning of Year	<u>22,084,160</u>	<u>(4,249,108)</u>	<u>1,505,650</u>	<u>3,825,694</u>	<u>23,166,396</u>
Fund Balances at End of Year	<u>\$ 30,688,624</u>	<u>\$ (24,971,070)</u>	<u>\$ 1,640,062</u>	<u>\$ 3,988,185</u>	<u>\$ 11,345,801</u>

**SCHEDULE OF DEBT LIMITATION  
FOR THE YEAR ENDED JUNE 30, 2020**

Total tax collections (including interest and lien fees) received by Treasurer for the year ended June 30, 2020 \$ 105,748,886

BASE \$ 105,748,886

	<u>General Purposes</u>	<u>Schools</u>	<u>Sewers</u>	<u>Urban Renewal</u>	<u>Pension Deficit</u>
Debt Limitation:					
2-1/4 times base	\$ 237,934,994	\$	\$	\$	\$
4-1/2 times base		475,869,987			
3-3/4 times base			396,558,323		
3-1/4 times base				343,683,880	
3 times base					317,246,658
Total debt limitation	<u>237,934,994</u>	<u>475,869,987</u>	<u>396,558,323</u>	<u>343,683,880</u>	<u>317,246,658</u>
Indebtedness:					
Bonds payable	24,277,000	34,897,000	1,461,000		
Bond anticipation notes	2,000,000	16,000,000			
CWF notes payable			18,836,584		
Authorized, unissued bonds	<u>14,602,583</u>	<u>18,093,655</u>	<u>11,723,412</u>		
Total indebtedness	<u>40,879,583</u>	<u>68,990,655</u>	<u>32,020,996</u>		
Net Indebtedness	<u>40,879,583</u>	<u>68,990,655</u>	<u>32,020,996</u>		
Debt Limitation in Excess of Outstanding and Authorized Debt	<u>\$197,055,411</u>	<u>\$406,879,332</u>	<u>\$364,537,327</u>	<u>\$343,683,880</u>	<u>\$317,246,658</u>

Note 1: In no case shall total indebtedness exceed seven times annual receipts from taxation (\$740,242,202).



## Town Officials (as of December 31, 2020)

### ELECTED OFFICIALS

#### **Town Council**

Andrew Paterna, *Mayor*  
Audrey Delnicki  
Erica Evans  
Mary Justine Hockenberry  
Cesar Lopez  
Karen Lydecker  
Lisa Maneeley  
Elizabeth Pendleton, *Deputy Mayor*  
Janice Snyder

#### **Town Clerk**

Bonnie Armstrong

#### **Board of Education**

Arthur Adduci  
Anitha Elango  
Beth Esstman, *Secretary*  
Michael Gonzalez  
Marek Kozikowski  
James O'Brien  
Michael Paré  
Jessica Waterhouse, *Vice-Chairperson*  
Craig Zimmerman, *Chairperson*  
Dr. Kate Carter, *Superintendent*

#### **Board of Selectmen**

Roger Anderson  
Matthew Mitchell  
Michael Sanzo

#### **Constables**

Richard Balboni  
Sandra C. Jeski  
Jay G. Murtha  
James Neary  
Joan Walsh

#### **Planning and Zoning Commission**

Frank Bonzani, *Secretary*  
Stephanie Dexter  
William Flagg  
Kevin Foley, *Vice Chairperson*  
Kevin Greer  
Bart Pacekonis, *Chairperson*  
Stephen Wagner  
Paul Bernstein, *Alternate*  
Elizabeth McGuire, *Alternate*  
Mike LeBlanc, *Alternate*

#### **Registrars of Voters**

Susan Burnham  
Sue W. Larsen

#### **Town Treasurer**

John Pelkey

### APPOINTED OFFICIALS

#### **Justices of the Peace**

Mark Abrahamson  
Philip P. Apter  
Cynthia Beaulieu  
Diane F. Behler  
Barbara Brezel  
Susan Burnham  
William A. Carroll  
Sirkka S.D.L. Christensen  
Kathleen Soucy Daugherty  
Joan M. DeGiacomo

Stephanie Dexter  
Debbie A. Duarte  
Joseph Etter  
Janice Elaine Favreau  
Thomas F. Griffin  
Sandra C. Jeski  
David Joy  
Wayne Kilburn  
Philip E. Koboski  
Elizabeth M. Kuehnle  
Lisa M. Maneeley  
Joyce P. Mascena  
Elizabeth R. McGuire  
Louise Neary  
Paul Oates  
John J. Otto  
John Pelkey  
Matthew D. Reed  
Kathleen-Mary Sharos  
Richard Stahr  
Matthew Streeter  
James Howard Throwe  
Whitney Leanne Thurrott  
Scott Jason Turco  
Karen Ella Wagner  
Joan F. Walsh

#### **Town Attorney**

Murtha Cullina

#### **Town Auditors**

Blum, Shapiro & Company, P.C.

#### **Town Manager**

Michael Maniscalco

#### **CRCOG Representative to Policy Board**

Mayor Andrew Paterna  
Town Manager Michael Maniscalco

#### **Regional Planning Commission**

Bart Pacekonis  
Paul Bernstein, *Alternate*

### APPOINTED BOARDS & COMMISSIONS

#### **Agricultural Land Preservation Advisory Commission**

Cile Decker  
James Futtner  
Sandy Jeski  
Nick Jones  
Edward Kasheta, Jr.  
Barbara Kelly  
Joseph Kennedy, *Chairperson*  
Philip Koboski  
James Kupchunos  
Frank Niederwerfer  
Tim Shepard  
Elizabeth Warren, *Vice-Chairperson*

#### **Board of Assessment Appeals**

Linda Jeski  
Debbie Duarte  
Kevin Greer  
Carolyn Carey, *Alternate*  
Gavin Xun Zhu, *Alternate*

#### **Blighted Property Appeals Board**

James Ainsworth  
Garvin Boudle

Erik Dabrowski  
Jamie Gamble  
James Kupchunos

#### **Building Code Board of Appeals**

Arthur Jennings  
William Jodice  
David Patria  
Daniel Seyapura  
VACANCY

#### **Central Region Tourism District**

Peter DeMallie

#### **Economic Development Commission**

Paul Burnham, *Vice Chairperson*  
Susan Burnham  
Edwina Futtner  
Linda Jeski, *Secretary*  
William Jodice  
Scott Kelley  
Joseph Kennedy, Jr.  
David Marsh, *Chairperson*  
James Murray  
Louise Neary  
Victor Dorobantu, *Alternate*  
Shawn Jacobaccio, *Alternate*  
Wayne Kilburn, *Alternate*  
Shaliesh Verma, *Alternate*

#### **Greater Hartford Transit District**

Gary Pitcock  
Janice Snyder

#### **Historic District Commission**

Louise Evans  
Katherine Foley  
Virginia Macro, *Chairperson*  
Gary Pitcock  
Janet Wade-Utay  
Elizabeth Burgess, *Alternate*  
Michael Giannamore, *Alternate*  
Louise Neary, *Alternate*

#### **Housing Authority**

Mary Bey  
Marion Burke  
Dwight Johnson, *Vice Chairperson*  
Veronica Nowak  
Jan Tarr  
George Daniels, *Executive Director*

#### **Human Relations Commission**

Carolyn Carey, *Co Vice-Chairperson*  
Anitha Elango  
Ritu Goel, *Chairperson*  
Charles Margolis  
James O'Brien  
Beena Pandit  
Karrell Rose, *Co Vice-Chairperson*  
Christine Shaher, *Secretary*  
VACANCY

#### **Inland Wetlands Agency/CC**

John Blondin  
Paul Coté  
Arthur Jennings  
Barbara Kelly, *Chairperson*  
James Macdonald  
Richard Muller

John Phillips, *Vice Chairperson*  
Adam Reed, *Secretary*  
Elizabeth Warren, *Chairperson*  
Steven King, Jr. *Alternate*  
VACANCY, *Alternate*

#### **Insurance Control Commission**

Audrey Delnicki  
Karen Lydecker  
Michael Maniscalco, *Chairperson*  
Michael Paré  
Town Attorney

#### **Juvenile Firesetter Intervention & Prevention Commission**

Kevin Cooney  
Brian Eckblom  
Liz Langevin  
Walter Summers, *Chairperson*

#### **Library Board**

Marcia Andrus  
Elizabeth Asplund, *Treasurer*  
Katherine Chiappetta, *Vice-Chairperson*  
Cathy Gallagher, *Secretary*  
Kathleen-Mary Sharos  
Carole Stroud, *Chairperson*

#### **Mass Transit and Highway Advisory Commission**

Herb Asplund  
VACANCY  
Kathy Hale  
Terry Hart  
Joshua Johnson  
Sue Larsen  
James MacPherson  
Karen Wagner, *Chairperson*  
VACANCY

#### **Park and Recreation Commission**

George Caye  
Genevieve Coursey  
Ritu Goel  
Katie Graham  
Michael Kelly, *Vice Chairperson*  
VACANCY  
Toby Lewis  
William Nowak  
Renee Powell  
Daniel Rezende  
Michael LeBlanc, *Alternate*  
John Pelkey, *Alternate*

#### **Patriotic Commission**

Roger Anderson  
Peter Anthony, Sr.  
Herbert Asplund  
Gene Botteron  
Kent Carlson, *Chairperson*  
Edward Gawlinski  
Ken Lewis  
Leigh Lovering  
Daria Plummer  
Arthur Sladyk  
Bobbi Jo Maltz, *Alternate*  
Jim Throwe, *Alternate*

## Town Officials (as of December 31, 2020)

### **Personnel Board of Appeals**

Kathleen Daugherty  
Elizabeth Kuehnle  
Winifred Wilson

### **Public Building Commission**

Matthew Beaulieu  
Carol Kelley  
Philip Koboski  
Matthew Montana, *Chairperson*  
Edward O'Connell, *Vice Chairperson*  
Bernard Thomas  
Craig Zimmerman

### **South Windsor Alliance for Families**

Ritu Goel  
Sandra Reault  
VACANCY  
VACANCY  
VACANCY

*Also reps of the following agencies:*

Peggy Sue Clouser  
Georgia Dombrowski, *Student*  
Brian Eckblom  
Danielle Gagain, *Student*  
Cheryl Gerber  
Tammy Hewitt  
Ali Jennings  
Elizabeth Langevin  
Melisa Luginbuhl, *ERASE*  
Cindy Malone  
Kathy Reed  
VACANCY  
Haley Shoop, *ERASE*  
Jenna Stoker, *Student*

### **Water Pollution Control Authority**

Erik Dabrowski  
Carol Fletterick  
Steven King, Jr.  
Toby Lewis  
Ashwatha Naryana, *Secretary*  
Thomas Ruby, *Chairperson*  
Stephen Wagner, *Vice Chairperson*  
Shawn Jacobaccio, *Alternate*  
Vicki Paliulis, *Alternate*

### **Zoning Board of Appeals**

Timothy Appleton  
Steven Carty, *Chairperson*  
Erik Dabrowski  
Wayne Kilburn  
James Kupchunos, *Vice Chairperson*  
Teri Parrott, *Alternate*  
VACANCY, *Alternate*  
Jonathan Stengel, *Alternate*

### **MAYORAL APPOINTMENTS**

#### **Cable Advisory Board**

David O'Neil  
Matthew Streeter  
Craig Zimmerman  
VACANCY

#### **Poet Laureate**

Charles Margolis

#### **Town Historian**

Sandra Jeski

### **COUNCIL STANDING COMMITTEES**

#### **Audit Committee**

Mary Justine Hockenberry  
Karen Lydecker  
Janice Snyder

#### **Ethics Committee**

Karen Lydecker  
Lisa Maneeley  
Andrew Paterna

#### **Open Space Task Force**

Herbert Asplund  
Pat Botteron, *Chairperson*  
John Caldwell  
George Caye  
Louise Evans, *Vice Chairperson*  
William Flagg  
Jeffrey Folger  
Joseph Kennedy  
Sue W. Larsen  
Roy C. J. Normen  
Elizabeth Warren

#### **Personnel Committee**

Audrey Delnicki  
Karen Lydecker  
Janice Snyder

#### **Public Health & Safety Committee**

Mary Justine Hockenberry  
Cesar Lopez  
Lisa Maneeley

### **OTHER COMMITTEES**

#### **Ad Hoc Space Needs Committee**

Audrey Delnicki  
Erica Evans  
Mary Justine Hockenberry  
Cesar Lopez  
Karen Lydecker  
Lisa Maneeley  
Andrew Paterna  
Elizabeth Pendleton  
Janice Snyder

#### **Architectural Design Review Committee**

Dave Goslin  
Sue W. Larsen  
Michele Lipe  
Marshall Montana  
Charles Regulbuto  
John Scheib, Jr.  
David J. Schwabe  
Teri Parrott, *Alternate*

#### **Capital Projects Committee**

Arthur Adduci  
Chris Chemerka  
Darryl Crowley  
Clay Major  
Andrew Paterna  
Elizabeth Pendleton  
Scott Roberts  
Janice Snyder  
Jessica Waterhouse  
Craig Zimmerman

#### **Demolition Delay Committee**

Elizabeth Burgess  
Kevin Greer  
Sandra Jeski  
Tim Shepard  
Arthur Utay, *Chairperson*

#### **Energy Committee**

Larry Brown  
Hank Cullinane  
Cesar Lopez  
Athena Loukellis  
Andrew Paterna  
Anitha Ramasamy  
Janice Snyder  
Sherman Tarr  
Stephen Wagner  
VACANCY, *Board of Education*  
VACANCY, *Public Works Dept.*

#### **Naming of Public Lands & Buildings**

Erica Evans  
Cesar Lopez  
Lisa Maneeley

#### **Pension Committee**

Chris Chemerka  
Audrey Delnicki  
Mary Justine Hockenberry  
Kristian Lindstrom  
Michael Maniscalco  
James O'Brien  
Andrew Paterna  
Patricia Perry  
VACANCY

#### **Redevelopment Agency**

Scott Andrusis  
Barbara Barbour, *Chairperson*  
Cile Decker  
William E. Keohane  
VACANCY

#### **Senior Advisory Board**

Toni Baer  
Dave Bakulski  
Tom Baromeli  
Barbara Betteker  
Robert Betteker  
Andrea Cofrancesco  
Tom Field  
Estelle Fournier  
Nedra Gallo  
Gloria Goslin  
Sarah Hamilton  
Ernie Hintz  
Hansa Khant  
VACANCY, *SWPD*  
Liz O'Brien  
Andrew Paterna  
Daria Plummer, *Chairperson*  
Louise Shaheen  
Sally Terry

#### **Democratic Town Committee**

Anthony Duarte, *Chairperson*  
Sandra Jeski, *Nominating Chair*  
Elizabeth Kuehnle, *Vice Chairperson*  
Elizabeth McGuire

#### **Republican Town Committee**

Arthur Adduci, *1st Vice Chair*  
Richard Balboni, *Assistant Treasurer*  
Kathleen Daugherty, *2nd Vice Chair*  
Stephanie Dexter, *Treasurer*  
Philip Koboski, *Chairperson*  
Philip Koboski, *Nominating Chair*  
Renee Powell, *Recording Secretary*

### **TEMPORARY COMMITTEES**

#### **Crumbling Foundations Committee**

Tom Alouise  
Garvin Boudle  
Don Childree  
Audrey Delnicki  
Gary Efronson  
Michael Maniscalco  
Andrew Paterna  
Sara Reba  
Steve Rosenberger

#### **South Windsor Agricultural, Arts, & Nature Subcommittee**

Pat Botteron  
John Caldwell  
Audrey Delnicki  
Stephanie Dexter  
Mary Etter  
Raymond Favreau  
Jeffrey Folger  
Katie Graham  
Joseph Kennedy  
Michele Lipe  
Cesar Lopez  
Virginia Macro  
Andrew Paterna  
Tim Shepard  
Janice Snyder  
Elizabeth Warren

## Town Staff

### STAFF

#### Commission Staff Liaisons or Secretaries

Economic Development Commission, Donna Thompson  
Inland Wetlands Agency/Conservation Commission, Donna Thompson  
Library Board, Sandra Reault  
Park and Recreation Commission, Raymond Favreau  
Planning and Zoning Commission, Lauren Zarambo  
Public Building Commission, Ann Walsh  
Water Pollution Control Authority, Ether Diaz  
Zoning Board of Appeals, Donna Thompson

#### Library

Mary J. Etter, Director

#### Probate Court

Marianne Lassman Fisher, Judge of Probate  
Paula Pacekonis, Clerk of Probate  
Melissa Palma, Clerk of Probate  
Cathy Plopper, Clerk of Probate  
Annette Tarascio, Chief Clerk of Probate

#### Visiting Nurse Community Care

8 Keynote Drive, Vernon, CT 06066

#### Volunteer Fire Department

Kevin Cooney, Chief

#### Department Heads and Assistants

Bonnie Armstrong, Town Clerk  
John Caldwell, Superintendent of Parks  
Courtney Cannella, Assistant Town Clerk  
Charles Marshall, Fleet Services Manager  
Andrea Cofrancesco, Director of Human Services  
Jeffrey Doolittle, Assistant Director of Public Works/ Town Engineer  
Christopher Dougan, Chief Building Official  
Raymond Favreau, Director of Parks and Recreation  
Jeffrey Folger, Senior Environmental Planner  
Jennifer Hilinski-Shirley, Collector of Revenue  
Mary Huda, Assessor  
Elizabeth Langevin, Director of Youth and Family Services  
Kristian Lindstrom, Chief of Police  
Michele Lipe, Director of Planning  
Kevin Lonergan, Assistant Assessor  
Clay Major, Facilities Manager  
Anthony Manfre, Superintendent of Pollution Control  
Keri Montague, Assistant Director of Parks and Recreation  
Heather Oatis, Environmental Health Officer  
Pamela Oliva, Zoning Enforcement Officer  
Patricia Perry, Director of Finance  
Vanessa Perry, Assistant Town Manager/Human Resources Director  
Lindsey Ravalese, Assistant Director of Adult and Senior Services  
Deborah Reid, Clerk of the Council  
Scott Roberts, Assistant Town Manager/CIO/Emergency Management  
Vincent Stetson, Superintendent of Streets  
Walter Summers, Fire Marshal  
Michael Wearne, Assistant Building Official

## Services

SERVICE	DEPARTMENT	PHONE 860-644-2511
<b>A</b>		
Abandoned Cars (on the street)	Police	860-644-2551
Absentee Ballots	Town Clerk	Ext. 325
Accident Claims (on Town roads)	Town Clerk	Ext. 325
Accounts Payable	Finance	Ext. 364
Adult Community Restitution (18+)	Human Services	860-648-6361
Alarm System Information	Police	860-648-6221
AMBULANCE (EMERGENCY)		911
AMBULANCE (ROUTINE)		860-647-9798
Animal Control Officer	Police	860-648-6239, 860-644-2551
Apartment Inspection	Fire Marshal	860-282-0669 Ext. 1
Assessor's Office		Ext. 312
<b>B</b>		
Bazaar Permit	Police	860-648-6202
Bid Packages	Town Manager	Ext. 303
Bingo Permit	Police	860-648-6202
Birth Certificates	Town Clerk	Ext. 325
Blasting Permit	Fire Marshal	860-282-0669 Ext. 1
Blight Ordinance	Building Dept.	Ext. 330
Blind Exemptions	Assessors	Ext. 312
Board of Assessment Appeals	Assessors	Ext. 312
Board of Education		860-291-1200
Boat Launching	Parks & Recreation	860-648-6355
Building Permit	Building Dept.	Ext. 330
<b>C</b>		
Cemeteries:		
South Windsor Cemetery Assoc.		860-289-2631
Wapping Cemetery		860-644-2528
Chamber of Commerce		860-644-9442
Community Center Room Reservations	Parks & Recreation	860-648-6355
Community Service (Probation)	Human Services	860-648-6361
CT Transit Company	Public Transport	860-525-9181
Conservation Commission	Wetlands Officer	Ext. 229
Conservatorship	Probate Court	Ext. 371
CRIME HOT LINE	Anonymous	860-648-6226
Criminal Police Report	Police	860-648-6223
Crisis Counseling (Adult/Family/Youth/Seniors)	Human Services	860-648-6361
<b>D</b>		
Day Care/Nursery School Inspections	Health Dept.	860-337-6161 Ext. 1006
Death Certificates	Town Clerk	Ext. 325
Deed Information	Town Clerk	Ext. 325
Demographic Information	Planning/Zoning	Ext. 329
Demolition Permits	Building Dept.	Ext. 330
Development Bonds	Planning/Zoning	Ext. 329
Disabled Transportation	Human Services	860-648-6361
Drain Layer Permits	Engineering	Ext. 344
<b>E</b>		
Economic Development		Ext. 303
Elderly Property Relief (homeowners)	Human Services	860-648-6361
Elderly Rent Subsidy	Human Services	860-648-6361
Elections	Registrar of Voters	Ext. 377
Emergency Food	Human Services	860-648-6361
Emergency Fuel (Home Heating)	Human Services	860-648-6361
Emergency Housing Information	Human Services	860-648-6361
Emergency Food/Fuel/Housing (After Hrs)	Police	860-644-2551
Employment Application	Human Resources	Ext. 280
Energy Assistance (State & Local)	Human Services	860-648-6361
Environmental Issues	Health Dept.	860-337-6161 Ext. 1006
Explosives Permit	Fire Marshal	860-282-0669 Ext. 1



## Services

SERVICE	DEPARTMENT	PHONE 860-644-2511	SERVICE	DEPARTMENT	PHONE 860-644-2511
<b>F</b>			<b>N (Continued)</b>		
Fence Permit	Building Dept.	Ext. 330	Notary Public	Human Services	860-648-6361
Finance Department		Ext. 364	Nuisance Complaint	Health Dept.	860-337-6161 Ext. 1006
FIRE (EMERGENCY)		911	<b>O</b>		
Fire Investigation/Reports	Fire Marshal	860-282-0669 Ext. 1	Odor Complaints	Health Dept.	860-337-6161 Ext. 1006
Fire Safety/Education	Fire Marshal	860-282-0669 Ext. 1	<b>P</b>		
Firearm Permit	Police	860-648-6202	Parade Permit	Police	860-648-6202
Fireworks Permit	Fire Marshal	860-282-0669 Ext. 1	Parking Ticket Information	Police	860-644-2551
F.I.S.H. (Friends In Service Here)	Transportation Volunteers	860-647-3609	Parks Information	Parks & Recreation	860-648-6366
Fishing License	Town Clerk	Ext. 325	Passports	Town Clerk	Ext. 325
Flood Insurance Maps	Engineering	Ext. 344	Personnel	Human Resources	Ext. 280
Foundation Permit	Building Dept.	Ext. 330	Plan of Development	Planning/Zoning	Ext. 329
<b>G</b>			Planning & Zoning Minutes	Planning/Zoning	Ext. 329
Garbage Collection	Public Works	Ext. 343	Police Report (Criminal)	Police	860-648-6222
Garbage Questions/Complaints	Public Works	Ext. 343	Police Report (Motor Vehicle)	Police	860-648-6223
Grand List Information	Assessor	Ext. 312	Pool INFO (Veteran's Memorial Pool)	Seasonal	860-648-6355, 860-289-1333
Greater Hartford Tourism District		860-520-4480	Pool Pass (Veteran's Memorial Pool)	Parks & Recreation	860-648-6355
Ground Water Contamination	Health Dept.	860-337-6161 Ext. 1006	Pool Permit (for installation)	Building Dept.	Ext. 330
<b>H</b>			Pothole Complaints	Street Services	860-648-6366
Hazardous Waste Collection	Public Works	Ext. 343	Probate Court		Ext. 371
Health Department (So. Windsor)		Ext. 250	Probation (Community Service)	Human Services	860-648-6361
Historic District Map	Town Clerk	Ext. 325	Property Assessment	Assessors	Ext. 312
Historic District Minutes	Town Clerk	Ext. 325	Property Tax Bills	Tax Collector	Ext. 320
House Liens	Town Clerk	Ext. 325	Public Transportation	CT Transit	860-525-9181
Housing Authority		860-644-3144, 860-644-3082	Public Works Department		
Human Resources		Ext. 280	Administration		Ext. 343
Human Services		860-648-6361	Building Maintenance		Ext. 378
Hunting License	Town Clerk	Ext. 325	Engineering		Ext. 344
<b>I</b>			Street Services		860-648-6366
Identification Cards (Senior)	Human Services	860-648-6361	Motor Equipment		860-648-6366
Information		Ext. 303	Waste Water Treatment Plant		860-289-0185
Information Technology		860-337-6161	After Hours Emergency		860-644-2551
Inland Wetlands Minutes	Town Clerk	Ext. 325	Purchasing	Finance	Ext. 364
Insect Complaints	Health Dept.	860-337-6161 Ext. 1006	<b>R</b>		
<b>J</b>			Raffle Permit	Police	860-648-6202
Junk Cars (on private property)	Zoning Enforcement	Ext. 251	Recreation HOTLINE	Parks & Recreation	860-648-6349
Juvenile Work Restitution	Youth Services	860-648-6361	Recycling Information	Public Works	Ext. 343
Juvenile Review Board	Youth Services	860-648-6361	Register to Vote	Registrar of Voters	Ext. 377
<b>L</b>			Rental Assistance	Human Services	860-648-6361
Land Records	Town Clerk	Ext. 325	Restaurant/Cafeteria Inspections/Complaints	Health Dept.	860-337-6161 Ext. 1006
Land Use Information	Planning/Zoning	Ext. 329	River Use Permits	Police	860-648-6202
Leaf Collection Information	Town Garage	860-648-6371 (24-hr)	Roadkill	Town Garage	860-648-6366
Library	Main Library	860-644-1541	Roadside Brush	Town Garage	860-648-6366
Library	Wood Memorial	860-289-1783	Rodent Complaints	Health Dept.	860-337-6161 Ext. 1006
<b>M</b>			Rotary Pavilion Reservations	Parks & Recreation	860-648-6355
Marriage License	Town Clerk	Ext. 325	<b>S</b>		
Mayor	Town Council Office	Ext. 206	Schools:		
Meals-On-Wheels (Daily & Weekends)	Human Services	860-648-6361	South Windsor High School	161 Nevers Road	860-648-5000
Medical Assistance Information	Human Services	860-648-6361	Timothy Edwards Middle School	100 Arnold Way	860-648-5030
Medicare Claim Appeal	Medicare Advocacy	1-800-262-4414	Eli Terry Elementary School	569 Griffin Road	860-648-5020
Metal Pick-Up/Recycling	Public Works	Ext. 343	Orchard Hill Elementary School	350 Foster Street	860-648-5015
Motor Vehicle Release Form	Tax Collector	Ext. 320	Philip R. Smith Elementary School	949 Avery Street	860-648-5025
Municipal Agent	Human Services	860-648-6361	Pleasant Valley Elementary School	591 Ellington Road	860-291-1280
<b>N</b>			School Bus Company	Dattco	860-357-5706
Noise Complaint	Police	860-644-2551	Senior Citizens Center	150 Nevers Road	860-648-6361
Notary Public	Town Clerk	Ext. 325	Senior Handyman Program	Human Services	860-648-6361
			Senior Health Screening	Human Services	860-648-6361
			Senior Home Delivered Meals	Human Services	860-648-6361

## Services

SERVICE	DEPARTMENT	PHONE 860-644-2511	SERVICE	DEPARTMENT	PHONE 860-644-2511
<b>S (Continued)</b>			<b>W</b>		
Senior Legal Clinic	Human Services	860-648-6361	Water Company	MDC	860-278-7850
Senior Outreach	Human Services	860-648-6361	Water Company	CT Water Co.	1-800-286-5700
Senior Social Activities	Human Services	860-648-6361	Water Pollution Control Authority (WPCA)	Supt. of Pol. Control	Ext. 247
Senior Support Groups	Human Services	860-648-6361	Welfare Information	Human Services	860-648-6361
Senior Tax Assistance	Human Services	860-648-6361	Well Complaints	Health Dept.	860-337-6161 Ext. 1006
Senior Transportation	Human Services	860-648-6361	Wetland Applications	Planning/Zoning	Ext. 329
Senior Wellness Program	Human Services	860-648-6361	Working Papers	High School	860-648-5000
Septic System Permit	Health Dept.	860-337-6161 Ext. 1006			
Sewage Complaints	Supt. of Pol. Control	Ext. 247	<b>Y</b>		
Sewer Treatment Plant	1 Vibert Road	860-289-0185	Youth Services	Human Services	860-648-6361
Sewer Assessment	Tax Collector	Ext. 320			
Sewer Emergency (Day)	Treatment Plant	860-289-0185	<b>Z</b>		
Sewer Emergency (Night/Weekend)	Police	860-644-2551	Zone Change Application	Planning/Zoning	Ext. 329
Sewer Inspection/Testing	Engineering	Ext. 344	Zoning Board of Appeals Minutes	Town Clerk	Ext. 325
Sewer Permits	Engineering	Ext. 344	Zoning Complaints	Planning/Zoning	Ext. 329
Sewer Use Charge	Tax Collector	Ext. 320	Zoning Maps	Planning/Zoning	Ext. 329
Sheds (residential or commercial)	Zoning/Bldg.	Ext. 329/330	Zoning Permits	Planning/Zoning	Ext. 329
Sidewalk Assessment	Tax Collector	Ext. 320	Zoning Regulations	Planning/Zoning	Ext. 329
Sidewalk Repairs (Town property)	Parks & Recreation	860-648-6355			
Sidewalk Repairs (residential)	Engineering	Ext. 344			
Site Plan Application	Planning/Zoning	Ext. 329			
Snow Removal	Town Garage	860-648-6366			
Social Security Disability Programs	Social Service Admin.	1-800-772-1213			
Social Security Disability Exemptions	Assessor	Ext. 312			
Social Services	Human Services	860-648-6361			
Solicitor Permits	Police	860-648-6202			
Special Permit Application	Planning/Zoning	Ext. 329			
Storm Drain Locations	Engineering	Ext. 344			
Street Excavation Permits	Engineering	Ext. 344			
Street Light Out	Police	860-644-2551			
Street Maps, Town	Engineering	Ext. 344			
Street Sign	Town Garage	860-648-6366			
Street Sweeping	Town Garage	860-648-6366			
Student Work Permits	High School	860-648-5000			
Subdivision Application	Planning/Zoning	Ext. 329			
Subdivision Regulations	Planning/Zoning	Ext. 329			
Subsidized Housing	Housing Authority	860-644-3144			
SWAN (So. Windsor Aid to Neighbors)	Human Services	860-648-6361			
<b>T</b>					
Tax Information	Tax Collector	Ext. 320			
Town Attorney		Ext. 208			
Town Clerk		Ext. 325			
Town Council Office		Ext. 206			
Town Garage		860-648-6366			
Town Manager		Ext. 200			
Trade Name Certificates	Town Clerk	Ext. 325			
Traffic Signs	Town Garage	860-648-6366			
Traffic Survey	Police	860-648-6211			
Trash/Rubbish/Garbage Complaints	Public Works	Ext. 343			
Tree Removal	Tree Warden	860-648-6366			
Tree Trimming	Tree Warden	860-648-6366			
Tree Warden		860-648-6366			
<b>V</b>					
Variance Application	Planning/Zoning	Ext. 329			
Vendor Permit	Police	860-648-6202			
Vendor Inspections	Health Dept.	860-337-6161 Ext. 1006			
Veterans Memorial Park	Seasonal	860-289-1333			
Veterans Exemption	Assessor	Ext. 312			
Voter Information	Registrar of Voters	Ext. 377			

## Hours of Operation

### **TOWN HALL** - 1540 Sullivan Avenue

Monday 8 a.m. to 7 p.m.

Tues-Fri 8 a.m. to 4:30 p.m.

### **TOWN HALL ANNEX** - 1530 Sullivan Avenue

Monday 8 a.m. to 7 p.m.

Tues-Fri 8 a.m. to 4:30 p.m.

### **COMMUNITY CENTER** - 150 Nevers Road

#### **Human Services**

Mon & Fri 8 a.m. to 4:30 p.m.

Tues, Wed, Thurs 8 a.m. to 8 p.m.

#### **Teen Center**

Mon-Thurs 2 p.m. to 5 p.m. - High School

Fri-Sat 6 p.m. to 9:30 p.m. - Middle School Youth

### **FIRE DEPARTMENT HEADQUARTERS** -

1175 Ellington Road

Mon-Fri 8 a.m. to 4:30 p.m.

**Fire Station #2** - 2379 Ellington Road

**Fire Station #3** - 232 West Road

### **PARKS AND RECREATION**

91 Ayers Road

Mon-Fri 8 a.m. to 4:30 p.m.

### **POLICE DEPARTMENT** - 151 Sand Hill Road

Administration - Mon-Fri 8 a.m. to 4:30 p.m.

Patrol - daily 24 hours/day

### **PUBLIC LIBRARY** - 1550 Sullivan Avenue

Mon-Thurs 9 a.m. to 9 p.m.

Friday 9 a.m. to 4:30 p.m.

Saturday 9 a.m. to 4:30 p.m. (9am to 1 p.m. during the summer)

Sunday 1 p.m. to 4:30 p.m. (closed during the summer)

### **HOUSING AUTHORITY**

Wapping Mews - 50 Elm Street

Mon-Fri 9 a.m. to 11 a.m.

Flax Hill - 30 Foster Street

Mon-Fri 11:15 a.m. to 12:30 p.m.

### **PROBATE COURT** - 1540 Sullivan Avenue

Mon-Fri 8 a.m. to 4 p.m.

### **BOARD OF EDUCATION** - 1737 Main Street

Mon-Fri 8 a.m. to 4 p.m.

(Summer & Days of No School - 8 a.m. to 3:30 p.m.)

#### **Eli Terry Elementary School**

569 Griffin Road

#### **Orchard Hill Elementary School**

350 Foster Street

#### **Philip R. Smith Elementary School**

949 Avery Street

#### **Pleasant Valley Elementary School**

591 Ellington Road

#### **Timothy Edwards Middle School**

100 Arnold Way

#### **South Windsor High School**

161 Nevers Road



## Meeting Schedules

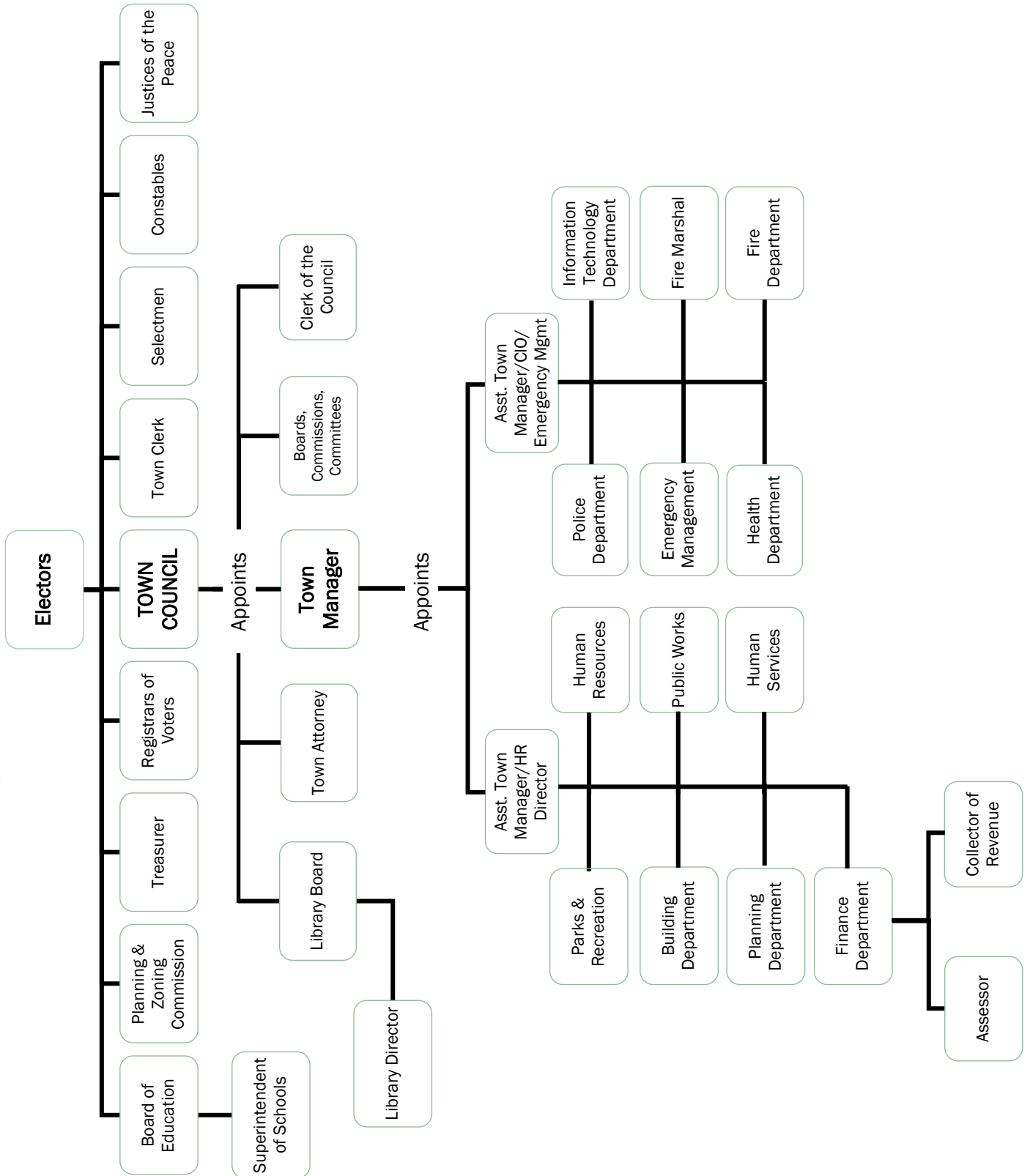
### Boards and Commissions Meeting Schedule \*

Agricultural Land Preservation	3rd Tues of every other month	Town Hall	7:00 p.m.
Alliance for Families	Contact Town Clerk's Office	Community Center	6:00 p.m.
Board of Education	2nd & 4th Tues	Middle School	7:00 p.m.
Economic Development Commission	4th Wed	Town Hall	7:00 p.m.
Historic District Commission	1st Tues	Town Hall	7:00 p.m.
Housing Authority	3rd Thurs	50 Elm Street	7:30 p.m.
Human Relations	2nd Wed	Public Library	6:30 p.m.
Inland Wetlands	1st & 3rd Wed	Town Hall	7:00 p.m.
Library Board	4th Tues	Public Library	7:00 p.m.
Park & Recreation Commission	2nd Wed	Parks & Rec Dept.	7:30 p.m.
Patriotic Commission	3rd Mon	Town Hall	7:00 p.m.
Planning & Zoning Commission	2nd & 4th Tues	Town Hall	7:00 p.m.
Public Building Commission	2nd Wed	Ellsworth	6:30 p.m.
Town Council	1st & 3rd Mon	Town Hall	7:00 p.m.
Water Pollution Control Authority	1st Tues	Town Hall	7:00 p.m.
Zoning Board of Appeals	1st Thurs	Town Hall	7:30 p.m.

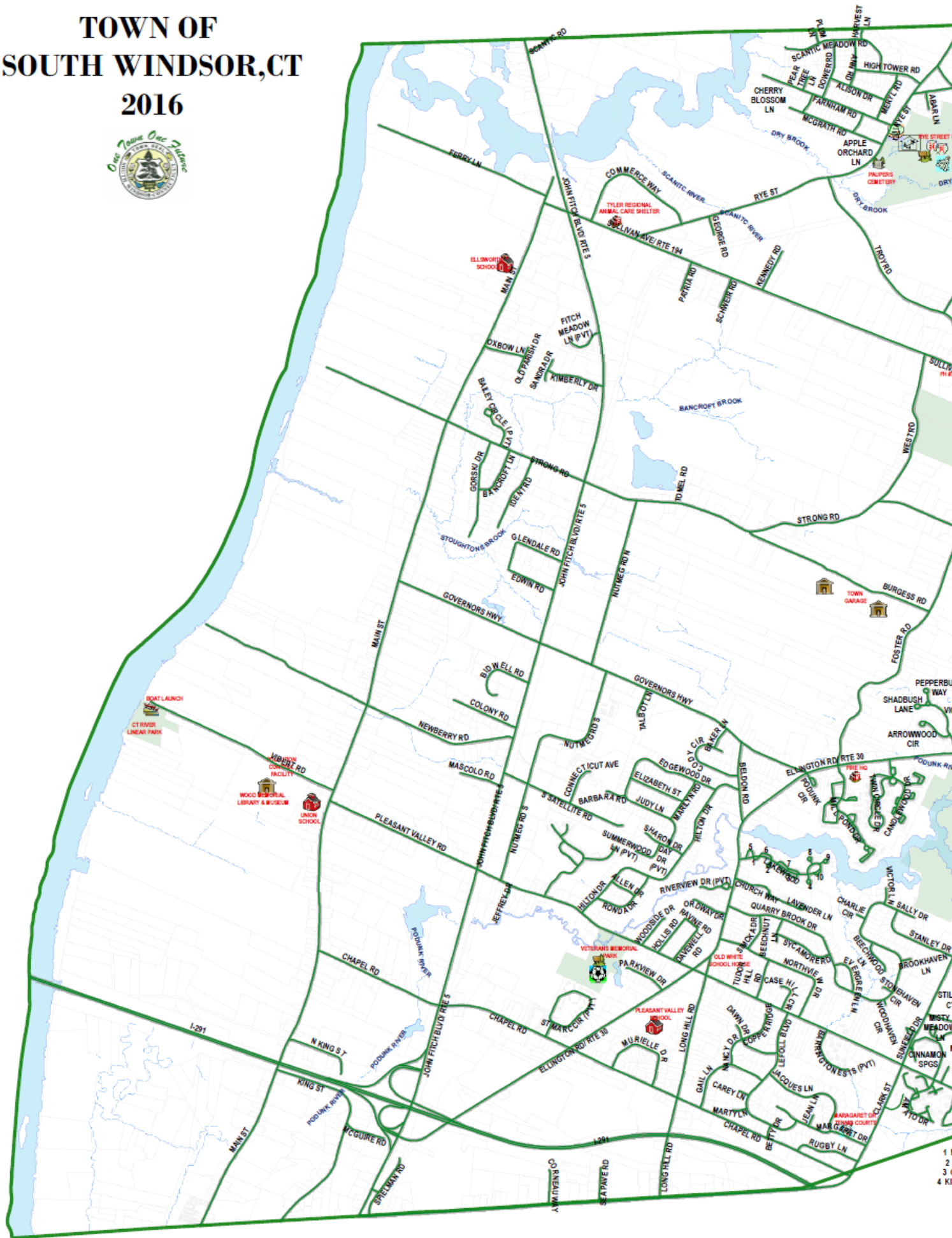
NOTE: Please contact the Town Clerk's Office at 644-2511 ext. 325 to confirm dates, times and locations, as some schedules may change.

\* *Most Boards/Commissions do not meet in the month of August.*

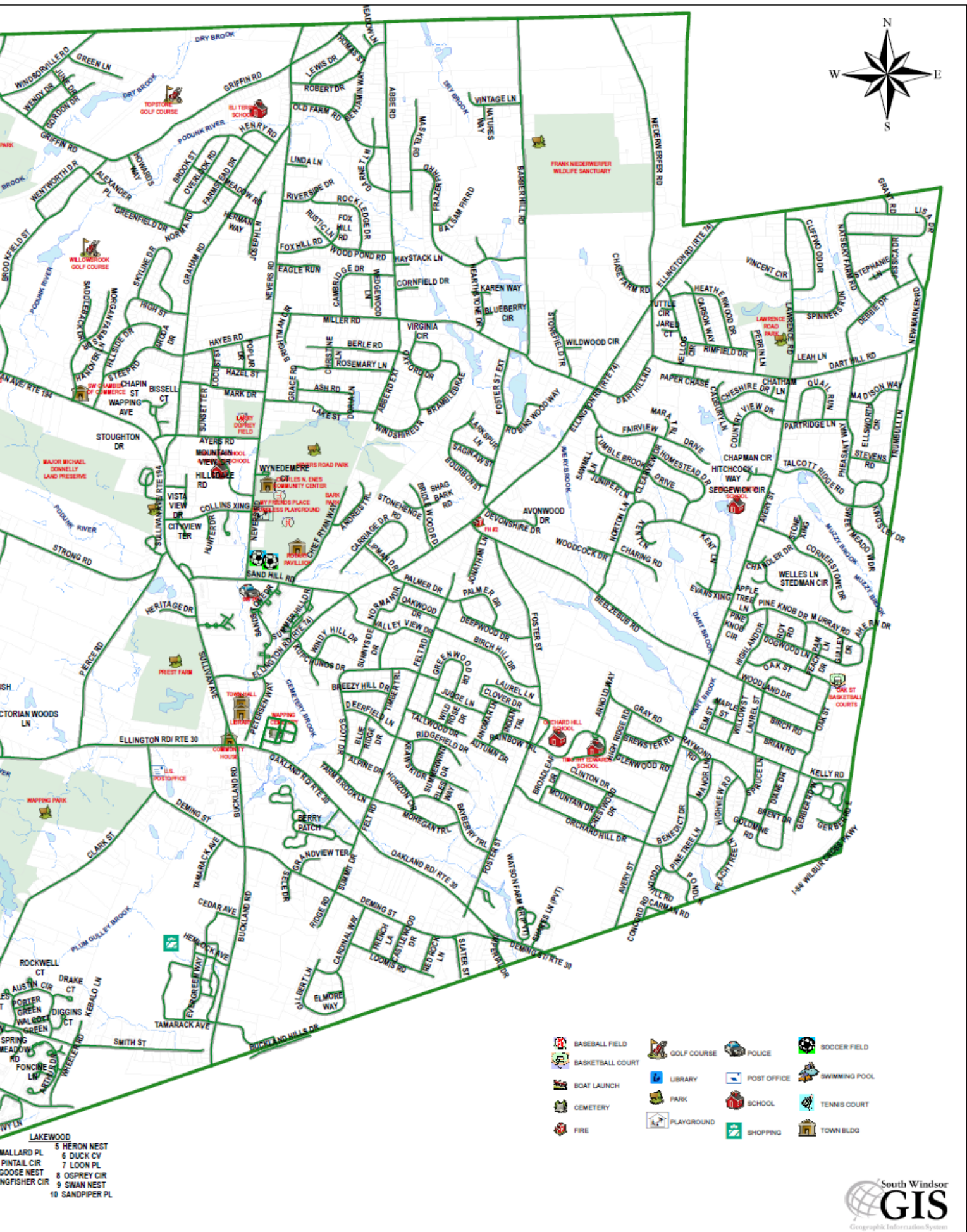
# Organizational Chart 2020



# TOWN OF SOUTH WINDSOR, CT 2016









Town of South Windsor  
1540 Sullivan Avenue ▪ South Windsor, CT ▪ 06074