



The Town of  
**South Windsor**  
Connecticut



*2011-2012 Annual Report*



## General Information

<b>Website:</b>	<a href="http://www.southwindsor.org">http://www.southwindsor.org</a>	
<b>Telephone:</b>	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
<b>County:</b>	Hartford	
<b>Area:</b>	28.5 sq. mi.	
<b>Population:</b>	25,709 as of 2010 Census	
<b>Government:</b>	Council/Manager	
<b>Election Date:</b>	Biennially, odd years, Tuesday after 1st Monday in November	
<b>Date Officials Take Office:</b>	1st Monday after Election	
<b>Mayor:</b>	Thomas Delnicki (R)	
<b>Town Council:</b>	Thomas Delnicki (Mayor), Gary Bazzano (Deputy Mayor), Saud Anwar, Cindy Beaulieu, Edward Havens, Kevin McCann, Cary Prague, Jan Snyder, and Keith Yagaloff	
<b>Town Manager:</b>	Matthew B. Galligan	

*Contributors: Town Departments, Boards & Commissions*

*Editor: Vanessa Perry, Assistant to the Town Manager*

*Designer: Ashley Summers, Executive Secretary to the Town Manager*

*Cover Designer: Drew Guild*

*Printer: Heritage Printers, 101 Kinsley Street, Hartford, CT*

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## Town Manager's Report



*Matthew B. Galligan*  
Town Manager

In Fiscal Year 2011-2012, the economy was still questionable. It was uncertain how the revenues on the Federal, State, and local levels would affect municipalities. Many municipalities throughout the State were facing the same hardships when trying to provide a level of service that citizens were accustomed to while simultaneously keeping costs and taxes down.

During this period of time, the Town was once again forced to implement spending freezes and cut back on capital expenditures so that the effect on the residents of our community would be minimal while still providing the level of services that residents of South Windsor have been used to. We still will be facing some tough challenges in the future, as I feel that the economy will not swing back in full force during Fiscal Year 2012-2013. It may take until Fiscal Year 2013-2014 before we can start looking at new programs that the community is so desperately looking for.

I would like to thank the Town Council for their support in making sure that our financials are still strong and for supporting the initiatives that took place to ensure that our community is safe and financially sound.

I want to thank my entire Staff as they have had to work with less over the past few years but still have maintained 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 2011-2012 in the most cost-effective manner. As always, our Staff and volunteers are constantly looking for ways to improve the delivery of services.

I also want to thank the Board of Education and all Staff members for their diligence in monitoring their spending plan. In monitoring the budget,

they have provided surpluses which have improved upon their pension plan and their health management programs.

We continue to lobby the State and Federal Government on important issues that affect the Town of South Windsor. We have been successful with the help of our State Senator Gary LeBeau, State Representatives Bill Aman, and Representative Timothy Larson. With their continued support and knowledge, we managed to avoid negative impacts. I also want to thank the entire Town Council as they have supported my efforts at the Capitol.

The Staff and I continue to focus our efforts in the Community on our strategic planning process. We continue those initiatives which affect residential, business, open space, and recreational needs to maintain a balanced community.

My sincere thanks to the Town Council, Boards and Commissions, Volunteers, and Staff for providing a strong management team 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 the levels Town residents are accustomed to and at the lowest and most effective cost.

## Town Council



*Tom Delnicki*  
Mayor

On behalf of the Town Council, the Town Manager and his Staff, Town Boards, Commissions and Agencies, I take great pleasure in presenting the South Windsor Annual Report for 2011/2012. It is designed to provide the reader with a comprehensive review of the activities that have taken place during July 2011 through June 2012.

The following are some of the highlights of the past Fiscal Year:

Mother Nature left her mark not only on the Town but the region as a whole. Who can forget Hurricane Irene and October Snow Storm Alfred? Storm Alfred impacted our way of life in an unprecedented manner, yet had it not been for the unified response by all, it could have been much worse. The commitment and team work by the Volunteer Fire Department, Police Department, Public Works, Town Staff, our School System, the Business Community, all the Volunteers, and each and every one of our residents was paramount. The storm debris was so great that some were predicting a cleanup that would last into the coming year. The Town Council, acting on behalf and for the safety of all the residents, formally requested the Governor, Attorney General and the Secretary of the Office of Policy and Management certify the storm cleanup a "dire emergency". The return of "normalcy" back to South Windsor before the coming winter became the highest priority. The clean up was substantially completed by Thanksgiving and debris pick up ended on December 16, 2011. This achievement would not have been possible had we as a community not embraced our Town motto "One Town, One Future".

South Windsor continues to be a leader in regional cooperation in the sharing of services. This has resulted not only in the saving of

taxpayer dollars but also improving the delivery of these services. The Technology Service Agreement with the Town of Coventry for Informational Technology Services, an agreement that brings in additional revenue, provides a high level of service to another community and has forged a lasting relationship with the Town of Coventry. Building on this success, we entered into a money saving agreement with the Town of Coventry to apply for the Inter-Town Capitol Equipment Purchase Incentive Program for the purchase of computer equipment. In this spirit we have moved forward with the endorsement of the use of the old Firehouse at 124 Sullivan Ave as a Regional Animal Control Facility and Shelter. This regional collaboration unites South Windsor, Manchester and East Hartford. Once this facility is in operation it will be a model for communities throughout Connecticut, showcasing just how successful regional cooperation can be. Lastly, we entered into an agreement with the Town of Manchester to apply for the Inter-Town Capitol Equipment Purchase Incentive Program. In these tough economic times these initiatives and this cooperation allow us to do more with less.

The maintenance of our infrastructure continues to be an important focus of the Town. The Council moved several projects forward that address this issue. They include Rye Street drainage by the East Windsor Town line, Long Hill Road drainage, Foster Street drainage near Saginaw Road, Foster Street and Miller Road intersection drainage, Strong Road reconstruction from Route 5 to Nutmeg Road, repave Slater Street between Oakland Road and Deming Street, and Kelly Road reconstruction. The Town Council also authorized applications for funding the reconstruction of Avery Street south of Kelly Road and pavement rehabilitation of a portion of Governors Highway.

## Town Council

**Town Council Members**

**Top Row:**  
Councillor Saud Anwar  
Deputy Mayor Gary Bazzano  
Councillor Cindy Beaulieu  
Councillor Edward Havens

**Bottom Row:**  
Councillor Kevin McCann  
Councillor Cary Prague  
Councillor Janice Snyder  
Councillor Keith Yagaloff



Economic Development is the key to keeping taxes under control. In order to enhance our ability to both attract new businesses and retain existing ones, we entered into an Economic Development Service Agreement with the South Windsor Chamber of Commerce. This agreement will multiply the effectiveness of both the Town's and Chamber's activities. The Town entered in several tax partnerships, including Satellite Tool and Machine Co. and Metal Testing Co. Finally, Fed-Ex broke ground on their new regional ground shipment hub, which is expected to be in operation by the end of 2013.

Advancements were made in Public Safety during this period. The new Company 3 Fire House became fully operational. The Public Safety Dispatch Center renovation and rehabilitation was begun. This project includes reconstruction of the Dispatch Center, improvements in the work space ergonomics, purchase of new safety answering equipment and replacement of failing dispatch equipment. The Town also entered into an agreement with the State of Connecticut for the construction, inspection and maintenance of Pedestrian Safety Improvements at Orchard Hill Elementary School under the Safe Routes to School Program.

The Town Council moved several Recreation Projects forward. These include approval for the design and construction of a Skate Park, the purchase and installation of water features and a handicap rail at Veterans Memorial Park, safety fencing at My Friends Place, maintenance of

neighborhood connector paths and the refurbishing of tennis playing surfaces at Rye Street Park.

In these tough economic times, when many of our neighbors are facing foreclosure, blight has become an issue. The Town Council amended and enhanced the Blight Ordinance in such a manner so as not to punish people barely keeping their heads above water but by holding financial institutions accountable. The Ordinance provides the Town with the ability to enter properties to clean them up under specific circumstances and recover the cost.

Planning for the future will not only preserve our quality of life but improve the community. You can't get to where you want to be if you don't have a plan to get there. With that in mind, the Town Council authorized the expenditure of funds to update the Town's Plan of Conservation and Development.

In 2011, we mourned the loss of Chief Gary Tyler. The Chief brought a level of professionalism to the Police Department that is the envy of many communities around us. In his memory, the "South Windsor Bark Park" was renamed the "Chief Gary K. Tyler Memorial Bark Park".

## Board of Education

**Dr. Kate Carter**  
Superintendent of Schools



### Board of Education Members

Front Row: (left to right) Mark Abrahamson, Lisa Maneeley (Vice Chair), Diane Behler, Carol Driscoll (Secretary), Sheila Appleton

Back Row: (left to right) Rich Mabey, Phil Koboski, David Joy (Chair), Rick Stahr

### Strategic Planning

The Board of Education formally adopted the 2011-2014 Strategic Plan on September 13, 2011, and in the first year made significant progress with implementing the initiatives found within the 2011-2014 Strategic Plan.

Some highlights include:

- The establishment of a learning center at South Windsor High School
- More robust high school graduation requirements
- Additional staffing to support student behavioral needs
- Increased sophistication in the use of student assessment and performance data
- On-going improvements to the teacher evaluation plan
- A web-based counseling system including electronic college applications
- The alignment of our K-12 curricula to the Common Core State Standards
- The implementation of full-day kindergarten (August 2013)
- K-5 early release professional development model (August 2013)

### Budget

The 2012-2013 Board of Education budget was approved by the Board on February 28, 2012 and subsequently adopted by the Town Council on April 30, 2012.

Great efforts were made to deliver a fiscally responsible budget that also met the needs of the students and families of South Windsor. The transmittal letter from the superintendent of schools presented a historical lens with which to view the budget increase. Based on an eleven-year history, the average increase proposed by superintendents was 7.08%. In stark contrast, the Board of Education budget increase presented to the Town Council was 2.37%.

Six notable factors allowed for the small increase to the budget. The proposed budget:

- Excluded \$355,000 of requests for new staff and programs submitted by our administrative team.
- Excluded \$1.2 million of requests for existing programs.
- Represented a variety of cost-saving

## Board of Education

measures including personnel reductions due to retirements and declining enrollments.

- Contained cost avoidance through last year's action of directing FY 2011 surplus funds to the pension account.
- Reflected last year's effort to adequately fund our health care reserve which allows for a more conservative health care line item in this current budget proposal.
- Included impact of teacher concessions and favorable negotiations with other bargaining units.

Despite the historically low increase, there were some notable investments within the budget. The following investments align with the 2011-2014 Strategic Plan:

- Two FTE elementary math interventionists to complement three grant-funded positions
- One FTE School Psychologist/Behaviorist to address SRBI mandates
- One full-time Student Information System Specialist to ensure compliance with state-mandated reporting and increased teacher access to timely student performance data for improving instruction (grant-funded)
- Funding for new high school courses that are not reliant upon new staff
  - AP Psychology
  - AP European History
  - Foundations in Algebra II
  - Italian I
  - Modern World Issues

We are pleased to report that the South Windsor Public Schools' 2012-2013 budget book was selected for an award by the Connecticut Association of Boards of Education. The following is an excerpt from the submission sent to CABE:

*"This document represents teamwork and the contributions of many dedicated members of our team. We are particularly proud of the way in which the budget was received by both the Board of Education and the Town Council. We credit the content of the budget as well as the transparency of this document as one of several reasons the Town Council adopted the Board of Education budget without any further reductions for the*

*second consecutive year, which has been characterized in our community as 'history making.' CABE's recognition of this budget book will serve as a vehicle to celebrate the positive working relationship between the administration, the board, the council and our community at large."*

### Teacher of the Year

In August 2011, Mr. Gregory Frank was named South Windsor's Teacher of the Year. Mr. Frank joined South Windsor Public Schools in 1998 as a social studies teacher. Mr. Frank is described by his peers as a master teacher and collaborator as well as an exemplary learner and role model in the South Windsor learning community. Mr. Frank has worked tirelessly over the years for South Windsor High School's Model United Nations program, now one of the largest academic clubs in the school. Because of his dedication and expertise, Mr. Frank has been elected by his peers as the Faculty Chair of the World Affairs Committee, the governing body of Model UN and was honored with the Global Educator Award by the World Affairs Council of Connecticut. Mr. Frank is a quintessential lifelong learner. He has gone above and beyond to inspire all students to be successful and share the excitement for teaching and learning that he brings to school every day.



### Support Staff Employee of the Year

In August 2011 Ms. Jen Wilson was named South Windsor's Support Staff Employee of the Year. Ms. Wilson is the Library Manager at Pleasant Valley Elementary School and has served in that capacity for fourteen years. Ms. Wilson is described by her peers as having a true and deep love of literature and is a friendly, compassionate part of the Pleasant Valley staff. Her colleagues also describe her as a consummate professional, extremely well liked, kind, generous, always ready to help students and teachers, and is an invaluable resource to the school. Ms. Wilson's position has evolved over the years, starting with

## Board of Education



responsibilities primarily focused on book circulation and reader's advisory, to the oversight of the automation of the library's 14,000 volume collection. Ms. Wilson's current focus is on the library's collection development, information literacy, and teacher workshops while maintaining a close relationship with students to provide them with the best literature available.

### Spotlight on our Schools

The following summaries highlight student accomplishments and building initiatives associated with each of our seven schools.

#### South Windsor High School

Principal, Dan Sullivan

- Ranked in *Newsweek* magazine's annual Top 1,000 Best High Schools in America for the second consecutive year
- Once again recognized by the College Board AP Honor Roll for improving participation while maintaining high achievement. A total of 463 Advanced Placement exams were administered to 278 students with 85% of students earning a score of "3" or better.
- Associate Principal, Tiffany Violette, was named Assistant Principal of the Year by the CT Association of Schools.
- Multiple All-State and All-New England musicians
- 76 All-Conference Athletes
- 7 All-State Athletes
- 3 National Merit Scholars and 13 Commended Scholars
- 7 AP Scholars with Distinction (earned 5's on all 5 exams taken)
- Class of 2012 college acceptances highlighted by University of Florida, University of Arizona, University of Connecticut, Texas A&M University, Pennsylvania State University, Georgia Institute of Technology, Massachusetts Institute of Technology, Hamilton College, College of the Holy Cross, University of Notre Dame, Tufts University, and Smith College

#### Timothy Edwards Middle School

Principal, Nancy Larson

- Continued community building efforts through staff TRIBES training and "End Meanness" campaign
- Three students placed in the top 5% of the 155,000 students from 13 countries who took the American Mathematical Competition exam - one of the three students placed in the top 2%
- Sixty students participated in the MathCounts program. The top eight TEMS scorers represented TEMS at the Regional Math Counts competition whereby a team of four students placed 10th in a state competition and four individual students placed 16<sup>th</sup> in the regional competition.
- A team of four 7<sup>th</sup> grade students on the Future Problem Solvers Team placed 2<sup>nd</sup> in the state, earning them the privilege of representing TEMS and Connecticut in the International Future Problem Solvers Competition in Indiana.
- Sixth grade students involved in the CT History Day competition earned 7 of the possible 18 medals with one student earning the National Maritime History Award.
- Forty-seven students successfully auditioned for the Eastern Regional Music Festival.
- TEMS Festival Jazz Band won best Trombones and best Woodwinds at the Waterford Jazz Festival.
- Eighth grade Band, Festival Jazz Band, Orchestra, Chamber Orchestra, Chorus, and TEMS Singers all earned gold medals in the Great East Music Festival.
- Boys' and Girls' Cross Country teams were undefeated.
- Boys' Cross Country placed 6<sup>th</sup> in the state at the CT Middle School Championship Race with one student earning the distinction as top middle school cross country runner in the state.
- Girls' Track placed 1<sup>st</sup> in the Connecticut River Athletic League meet and 2<sup>nd</sup> at the CT State Championship.
- Boys' Soccer earned the CRAL League Championship and CRAL Tournament Championship.

## Board of Education

- Girls' Basketball earned the CRAL League and Tournament Championship for the third year in a row.
- Boys' Basketball finished 4<sup>th</sup> place in the CRAL.
- Girls' Field Hockey had an undefeated season, raised over \$2000 for the Terri Brodeur Cancer Fund (Play for the Cure), and sent the three captains to the Young Leaders of America Conference in Boston.

### **Our Elementary Schools**

There are many commonalities among our five elementary schools which provide learning opportunities for children that are founded on the belief that children learn best through interactive, personally relevant, and rigorous learning experiences. We believe that children learn best in a caring, inclusive, and respectful environment. All of our schools have adopted the Tribes Learning Communities process as a way to assure the healthy development of every child so that each has the knowledge, skills, and resiliency to be successful in a rapidly changing world. The South Windsor elementary curriculum includes health, language arts, mathematics, music, physical education, science, social studies, and the visual arts. Our elementary schools are supported by enthusiastic and active Parent Teacher Organizations which plan enrichment activities for students, offer fun family events, and provide additional resources for our schools.

In addition to these common elements of our elementary schools, each has its own unique character and special features. The following is a list of accomplishments or student activities unique to each school:

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

Principal, Marilyn Sevic

- Participated in the Safe Routes to School program for the fourth year promoting safe walking to school and an active lifestyle
- Implemented Tribes throughout the school, building classroom communities with explicit teaching of collaborative skills, accepting and celebrating diversity, and problem solving

- Celebrated their third annual Cultural Fair, honoring the rich cultural diversity that defines the Eli Terry community
- Worked collaboratively with the Eli Terry PTO to celebrate holidays such as Halloween and Valentine's Day during evening events rather than during school hours
- Utilized student committees such as School Ambassadors and Peer Mediators giving students a role in creating a safe and friendly community of learners
- The Pre-School Outreach Program for the district is housed at Eli Terry School and serves children ages 3 through 5 who have been identified as needing special education services. Non-disabled peers from the community are included to provide age-appropriate modeling of play, language, and social skills.

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

Principal, Mike Tortora

- Participated in first year Relay for Life; the Relay for Life team consisted of students and staff and raised thousands of dollars for this great cause. Successful fundraisers included a staff vs. students Penny War.
- Recognized and celebrated diversity at their 2<sup>nd</sup> annual Cultural Diversity Night. Families shared their cultures and customs at this community building event.
- Celebrated Olympic Day in which each classroom represented one country by researching and learning about that country. Students participated in outdoor activities and went on a gallery walk throughout the school to see each classroom's display of information about its country.
- Partnered with South Windsor High School students to create an after school French Club for 4<sup>th</sup> and 5<sup>th</sup> grade students. Forty-four Orchard Hill students participated in this after school program, in which they learned the basics of French.
- Continued to participate in the Safe Routes to School program. Walk to School days occurred throughout the year to promote safe walking to school.

## *Board of Education*

- Created a Safe School Climate Committee with staff and parent representatives. This committee helped to develop a Safe School Climate Plan to further enhance our positive school climate.

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

Principal, Michelle Dixon

- Continued Imagination and Creativity theme as well as focused on the “End Meanness” campaign. Imagination and Creativity, the PRS school theme, commits all to providing students with varied and challenging opportunities for growth and learning; supporting faculty in their professional growth, collaboration in the decision making process, and fostering a strong network of partnerships between home and school.
- Continued commitment to being a Tribes school. The mission of Tribes is to assure the healthy and whole development of every child so that each has the knowledge, skill, and resiliency to be successful in a rapidly changing world. The goal of Tribes is to engage all teachers, administrators, students, and families in working together as a learning community that is dedicated to caring and support, active participation, and positive expectations for all students. PRS utilizes school-wide daily classroom morning meetings and monthly celebration of learning at assemblies.
- Students demonstrate good character through service projects that focus on reaching out to the community to support those in need. PRS is committed to supporting students to actively participate in the outer community and construct a deep understanding of how they can make a difference within and beyond the school community. The school vision statement, developed by the faculty, students, and parents, stresses the importance of a safe and caring environment where children are appreciated and valued, where everyone is an active, successful participant in the learning process, and a place where the school community works in harmony to ensure that each child will develop to his/her fullest potential, academically and socially.

### **Pleasant Valley Elementary School**

Principal, Tiffany Caouette

- Continued its commitment to arts-integrated learning and democratic practice
- The Student Editorial Board, Student Art Selection Board, and Student Council are three examples of student involvement.
- Blue and Gold Assemblies are student-led and highlight student performances. They provide an opportunity for families to connect with students’ learning experiences on a bi-weekly basis.
- Two artists-in-residence each completed week-long projects with three grade levels. These artists use arts integration to support curricular learning. One of the products created during these programs was barrels painted to depict scenes of South Windsor life in colonial times. The barrels were then displayed at public buildings throughout Town.

### **Wapping Elementary School**

Principal, Laura Hickson

- Wapping staff and students continue to support a positive school environment through our professional learning community focused on supporting students through tiered behavior interventions. Trained peer mediators and facilitators work to resolve peer issues in a collaborative fashion. School wide positive behavior is recognized through the Bucket Fillers program which allows students to publicly recognize others who follow the four agreements of the Tribes process.
- Wapping School involves the senior citizen community through a seniors reading event and the annual Veterans Day performances that are brought to the Senior Center. The school looks to support local and global service initiatives such as Soles for Souls and the Hockanum Valley Community Council Food Pantry.
- Students wrote letters to their teachers during Teacher Appreciation Week. These letters were read daily during morning announcements.
- A month-long poetry celebration had students writing and submitting poetry for a poetry

## Board of Education

- contest as well as a culminating poetry reading involving the entire school.
- All staff participated in smart board training, and teachers from both primary and intermediate elementary grades, as well as the administrator, participated in a technology workshop presented by the Bureau of Educational Research.

### CMT 2012: Percent of Students Meeting Proficiency or Higher

Grade	Mathematics	Reading	Writing	Science
3	94	88	92	
4	94	91	91	
5	96	92	97	93
6	94	94	93	
7	96	97	95	
8	97	97	96	93

### Student Performance Data

#### Connecticut Mastery Test (CMT) Results

The Connecticut Mastery Test (CMT) assesses student progress toward academic goals identified in the *Connecticut Framework: K-12 Curricular Goals and Standards*. The CMT provides valuable information about how well our students have learned what has been taught with regard to the standards in the areas of reading, math, writing, and science. The CMTs are administered annually in March to students in grades three through eight.

The table just below presents the percentage of students by grade level who scored **at or above the state goal** on the CMT in March 2012.

### CMT 2012: Percent of Students Meeting Goal or Higher

Grade	Mathematics	Reading	Writing	Science
3	79	73	73	
4	81	80	78	
5	82	81	77	79
6	80	89	81	
7	82	93	80	
8	87	91	80	87

The table above right presents the percentage of students by grade level who scored **at or above the proficiency level (federal target)** on the CMT in March 2012.

### Connecticut Academic Performance Test (CAPT) Results

The Connecticut Academic Performance Test (CAPT) is a performance test intended to measure the knowledge accumulated by tenth-grade students throughout their school careers. The CAPT assesses and reports on student performance in four content areas: Mathematics, Science, Reading Across the Disciplines (based on a Response to Literature test and a Reading for Information test), and Writing Across the Disciplines (based on two Interdisciplinary Writing tests and an Editing & Revising test). The CAPT not only measures what students know, but also measures what students can do with what they know. In addition, the CAPT focuses on how well students apply what they have learned in school to situations they may face throughout their lives. The table at the bottom of the page provides results of South Windsor students who scored at or above the state goal.

The most recent student performance data gives us cause to celebrate the positive impact of intervention initiatives on our students' achievement over time. This data also gives us cause to emphasize increasing our focus on our "proficient" learners by strengthening our core instruction to lead these students to achieve at the Goal and Advanced levels. The addition of the student information system support specialist is already showing benefits in our capacity to monitor the quality of student data input and to support administrators and teachers in accessing and utilizing assessment data.

### CAPT 2012: Percent of Students Meeting Goal or Higher

	Mathematics	Reading	Science	Writing
South Windsor	66	76	68	84
State Average	49	48	47	63

# Department of Public Works

*Michael J. Gantick, P.E.*  
Director of Public Works

## **ADMINISTRATION**

As you will read from the Divisional reports that follow, you will find that it was again a year of many projects, response to natural disasters, and recognition. The number and scope of projects accomplished this past year is indicative of the effort of all the men and women of Public Works. Numerous road and drainage projects were underway throughout Town including the completion of the multi-year Upgrade to the Water Pollution Control Facility. We continued to make progress on other GIS initiatives including developing an integrated sanitary sewer mapping system and the development of Customer Service web-based portal (GIS Dashboard) that was made available for public use in January 2012. Many other Dashboards were developed to help manage programs and provide information and communication to the public. Read the GIS section of this year's report for further details.

The Department's innovative implementation of the "Dashboard" Program to help manage Public Works operations resulted in Public Works Director Michael J. Gantick, P.E. and IT Director Scott Roberts being asked to present this new technology to a number of audiences including the New England Chapter of the American Public Works Association (APWA) Annual meeting, the Governor's Task Force on Vegetative Management and before representatives from many other Towns and government agencies. In February 2012, Public Works Director Michael J. Gantick, P.E., was named a National Public Work Leadership Fellow—one of 180 nationwide to be so recognized.

National Public Works Week in May was a celebration of tens of thousands of men and women in North America who provide and maintain the infrastructure and services and are First Responders collectively known as Public Works. The South Windsor Public Works Department celebrated Public Works Week by having members of the Public Works Department make classroom presentations at Eli Terry Elementary School as to the work performed by Public Works and host an equipment show at the school.

On Monday, May 21, 2012 there was an award presentation made before the Town Council Meeting recognizing: the 2012 Public Works Citizen Award to Patricia Botteron; the 2012 Public Works Business Partnership Awards to Mike Lutz and Lutz Tree Service; and the 2012 Richard Boudreault Employee Award to the men and women of the Public Works and Parks and Recreation Staff for their superior efforts during the Hurricane Irene and Storm Alfred Snow Event.

Pat Botteron, this year's Citizen Award recipient, consistently provided the Public Works Department with both positive and constructive feedback on many of the Department's programs and projects. Her feedback helped raise staff awareness of issues facing the public and helped the Public Works staff better appreciate program and projects issues in the community.

Mike Lutz and his staff, our Business Partner Award recipients, helped the Town deal with the enormous damage to our street trees during both Hurricane Irene and Storm Alfred by safeguarding our roads.

The Richard Boudreault Public Works Award is given to an employee or group of employees who have best exemplified the qualities of the late Richard Boudreault, Facilities Manager/Assistant to the Director of Public Works – dedication, innovation, cost consciousness and enthusiasm for their work. The entire staffs of the Water Pollution Control Division, Highway Division, Fleet Division, Engineering Division, and Building Maintenance Division of Public Works and the Parks Division of the Parks and Rec department all went above and beyond to make the Town safe and restore normalcy to the Town in a short period of time during the two natural disaster events.

And finally, Richard Rylander, our Fleet Manager retired in February after more than 23 years of dedicated service to the Town. Through Richard's vision and hard work and customer service, he led the critical job of maintaining all our Town equipment including our Police cars, Human Service buses, snow plow trucks, mowers, Fleet

# Department of Public Works

vehicles, and construction equipment. He also gave up many nights, holidays and weekends to be part of the Public Works First Responders Team when dealing with snow storms, hurricanes, floods and anything else that came our way. We wish Richard and his wife Ellen many years of happy boating on the waters of the great Atlantic Ocean!

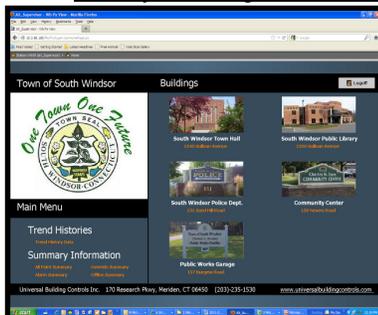
As always, please feel free to contact me should you have a question or a concern as we remain committed to being attentive to the service needs of the community.

The **PUBLIC BUILDINGS DIVISION** is responsible for long and short term maintenance, safety, and reliability of twelve Public Buildings totaling approximately 170,000sq/ft. The sites include; Town Hall, Veterans Memorial Park, Charles N. Enes Community Center, Police Department, Little League Concession Stand, Rotary Pavilion, Rotary Press Box Concession Stand, Public Library, Wapping Community House, Rye St Concession Stand, and the Public Works Maintenance Garage.

The Public Buildings Divisions primary focus is to support each facility HVAC, Fire, Water, Electrical and Emergency back up systems that ensure all sites are comfortable, reliable and safe for all stakeholders and employees to use.

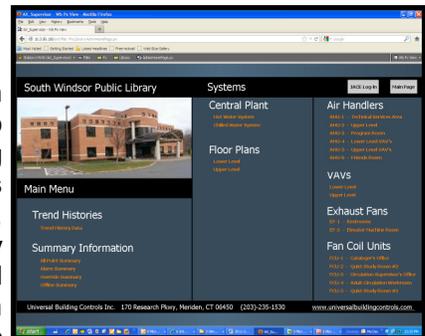
## Projects Completed During FY 2011/2012

### Library Building Automation System Upgrade



The Library Building Automation System was replaced in 2011/2012 with a state of the art non-proprietary open protocol Johnson Controls system. The previous

automation system was no longer meeting the demands placed upon it, and subsequently often suffered many system wide catastrophic failures resulting in loss of mechanical systems control, occupant comfort as well as losses in energy efficiency. The entire building can now be monitored and managed from anywhere that has an internet connection. Alarms can be silenced, acknowledged or responded to at a moment's notice. In addition to the new system at the



Library, all other sites with the Johnson Controls system were updated with the latest version master controller enabling all other building controllers to communicate effectively over the Town's Wide Area Network. The new system uses what's called "Demand Ventilation". Most HVAC systems are designed to supply ventilated air based on assumed, rather than actual occupancy. This often results in over-ventilation, wasting both money and energy. The main objective of a Demand Ventilation strategy is to create a high level of indoor air quality and at the same time avoid unnecessary high air flow (over ventilation) and thereby save energy.

The potential energy savings from a Demand Based Ventilation strategy are anywhere from twenty to thirty percent annually. A sub component of this project was the install of a six strand fiber string from the Library to the Town Hall for connectivity to the Town's Wide Area Network. This connection to the Town Hall will serve many functions including but not limited to video conferencing, card access, and security monitoring in years to come.

### Mansard Roof Replacement Town Hall

The Mansard (slate tile) Roof sections of the Town Hall were replaced in September 2011. The

## Department of Public Works

replacement was due to the deterioration of the slate. After a closer look at the tile it was determined that when the tile processed by the manufacturer, it was cut incorrectly leading to its premature failure. As part of the project, step and counter flashing was replaced at the same time. The soffit trim was wrapped in aluminum making this part of the roof maintenance free for years to come.



conserve energy when and where possible. One of the ways this is accomplished is by updating controls and control strategies that offer increased savings as well as adding new controls where there are none currently in place.

The Maintenance Department Staff consists of three well equipped and experienced Building Maintainers that maintain contracted services such as HVAC, Janitorial Services, Fire Protection Services, Elevator and Electrical Contracted Services. 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 work three shifts, 7-3pm, 10-6 pm and 3-11 pm 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.

### Dry Sprinkler System Replacement at the Community Center

The Dry Sprinkler System in the attic of the Community Center was replaced in FY 2011/2012. This system protects the attic portion of the building only. Because the system is located in an unheated area, the system piping is charged with compressed air and not water like most commonly used systems used today. Proper installation of these systems is critical to their longevity. To protect the integrity and longevity of the piping system the piping has to be pitched correctly to drain any condensate from within the system that accumulates throughout the year. The condensate, if not properly drained, will eventually start to corrode the inside of the pipe and over time will create pin hole leaks everywhere the corrosion is severe enough to penetrate the lining of the pipes which is just what happened in this case.

The new system was designed to work with higher pressure sprinkler heads which enabled us to use 30% less pipe throughout the attic. The new piping was also specified to be galvanized which will further prolong the integrity of the system.

### **Staff Profiles**

*Chris Gargano* has been with the Town for seven years and works first shift from 7 a.m.-3:30 p.m. 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.



### **Energy/Energy Management**

While most buildings are controlled by energy management systems, the Public Buildings Division plays a critical role managing the energy consumed at each building. This is accomplished by monitoring and benchmarking fuel oil, water, natural gas and electricity on a regular basis. Our responsibility is not only to monitor usage but also



*Mike Costa* has been with the Town since October 2007 and works 10-6 p.m. Mike is one of the kindest people you'll ever meet, and like Chris, he also specializes in a

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construction trade. Mike is a skilled Carpenter and owned his own business for over thirty years. Mike handles most of our requests relating to structural repairs including custom woodworking and repairs to doors and wall structures. Mike is also involved in our inventory management system and orders most of the parts we use throughout the year.



*Rich Swain* has been with the Town since July 2008 and currently works the evening shift from 3-11 p.m. Rich is a multifaceted person that responds to plumbing, carpentry and light electrical requests for repairs. His workload consists mostly of projects that can only be completed after hours when rooms and buildings are

vacated. Rich has an infectious smile and is always willing to give a helping hand to anyone who needs it. Rich worked for the State of Connecticut as a building maintainer prior to working for the Town. He is an experienced plumber and has many plumbing projects including bathroom remodeling projects under his belt.

### Maintenance Department Mission Statement

*To provide a healthy, clean and safe environment for all stakeholders through the use of LEAN practices, Continuous Improvements, and Customer Service that's second to none.*

Clay Major  
Facilities Manager  
Public Buildings Division

The **ENGINEERING DIVISION** is responsible for the design and construction management of public infrastructure projects, including roads, storm water drainage, sanitary sewers, sidewalks, and parks. We also provide technical services, engineering reviews, and infrastructure records to residents, developers,



**Hayes Road Reconstruction**

consultants, Town Boards and Commissions and all Town Departments.

The Engineering Staff have managed and inspected the reconstruction of Hayes Road, Main Street Bridge over Stoughton's Brook, Kelly Road and other miscellaneous projects. Engineering personnel also managed and completed the design of The Orchard Hill School Safe Routes to School project, Slater Street improvements, Reconstruction of a portion of Strong Road east of Route 5 and drainage improvements to Long Hill Road and Foster Street Extension.

South Windsor GIS has taken quite the progressive turn and has become one of the top leaders in our state with its highly adaptable Dashboard technology. To learn more about our



**Main St Bridge Reconstruction**

## Department of Public Works



**Kelly Road Reconstruction**

GIS program, visit our website ([www.southwindsor.org/gis](http://www.southwindsor.org/gis)). Using this technology for many facets in the Town such as resident requests, tracking of leaf collection and plowing, and in our Emergency Operations Center has proven to be both satisfying and highly recognized nationally with the ESRI Special Achievements in GIS 2012 award; our second in 3 years! GIS continues to progress with its newly updated GIS public facing website that includes more information than our previous website and is linked with the Town's new VISION database.

With our current GIS data, in the past year we have been able to assess Town properties for future debris management sites, assist in locating sidewalks in Town that may need repairs, locate possible areas for biking trails, and respond to many other requests for information. While continuing to keep our current GIS up to date, our newest additions to our current GIS are the sanitary and storm layers, and the completion of outfalls and historic building inventory.

The Division provides comprehensive technical reviews of proposed subdivisions and commercial/industrial site plans to the Planning and Zoning Commission, the Inland Wetland Agency/Conservation Commission, and the Water Pollution Control Authority. In addition, we are responsible for recommendations concerning subdivision bond amounts and their reductions. We interface daily with residents providing a wide variety of services such as locations of utilities,

assistance with sanitary laterals, stormwater drainage, and other inquiries.

The Engineering Division was also responsible for the issuance and construction inspection of 53 Drain Layers Permits for sanitary sewer connections and 233 Street Excavation Permits. We also marked sanitary sewers for over 1195 Call Before You Dig requests. In addition, we reviewed 19 building permit requests to ensure that they met the requirements of the Planning and Zoning approved plans. We have reviewed 41 plans for new development and performed site inspections for 22 requests for Certificates of Occupancy to make sure they met Town regulations, subdivision approval conditions and the approved building permit site plan.

Jeffrey Doolittle, P.E.  
Town Engineer

The **STREET SERVICES DIVISION** of the Public Works Department maintains the Town's road and drainage infrastructure. There are approximately 139.5 miles of roadway in Town. Some of the Division's maintenance responsibilities include street sweeping, pothole repairing, snow removal, leaf pick up, line painting, sign repair and roadside vegetation mowing. There are over 4400 catch basin drainage structures to inspect for condition, clean and maintain. In addition to those responsibilities the Division also preps roads for resurfacing maintenance projects and improvements which consume much of the spring, summer, and fall months. There are 20 full time employees in the Street Services Division and we strive to find more efficient ways to complete these tasks and deliver quality, cost effective services to the Residents of South Windsor.

The year had two significant weather events that consumed a great deal of time, resources and effort from the Department.

The first major weather event to cause a disruption was the arrival of Hurricane Irene which

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arrived as a strong tropical storm Sunday morning August 28<sup>th</sup>, 2011. Trees were damaged from high winds resulting in isolated power outages and road closures. The Street Division rose to the challenge of cleaning up the debris and picked up over 5550 cubic yards of tree debris in front of residents homes in a 14 day period. The tree debris was hauled to a private recycling facility for disposal at no charge. We hired a contractor to provide some of the trucking to the recycling site.

Then the second major weather event arrived to start of the winter season of 2011 - 2012 a little early. Storm Alfred arrived as an early nor'easter winter storm on October 29, 2011. The heavy wet snow clung to the trees' leaves before they had a chance to fall. The compounded weight that accumulated on the leaves caused large otherwise strong branches to snap like twigs. Most of the Town was without power, and for some residents, eight days passed before it was restored. It was an event that changed the landscape and will be remembered for long time. It presented many challenges for our employees and our equipment. It was an event that will shape

future planning for emergency operations and responses to disasters. The men and women of Public Works and Parks and Recreation, who were the first responders in this disaster, worked many long tiring hours providing emergency services for the residents of South Windsor.

The rest of the winter of 2011-2012 was somewhat uneventful and a welcome reprieve for everyone at the Garage. It was one of the warmest winters on record and we only received 18 inches of snow. We average over 48 inches per year.

During the summer months we did a few paving projects. The largest was the rehabilitation of Gray Road and a section of Arnold Way. Both roads had some major drainage pipe repairs and received new curbing and pavement re-surfacing. Some sidewalk improvements were also done and the old cul-de-sac was removed and the area was restored to a grass area. We also repaired the existing drainage and repaved Bridlewood Road, Stonehenge Road, and Shagbark Road. In addition to those streets we repaired and repaved

<i>ACTIVITY</i>	<i>08-09</i>	<i>09-10</i>	<i>10-11</i>	<i>11-12</i>
Total Road Resurfacing Miles	7.44	.27	4.13	1.04
Crack Sealing Road Miles Maintained	12.35	0.00	20.07	21.97
Street Sweeping Days with 1 Sweeper Unit	30 days with Town's one unit	30 days with Town's one unit	38 days with Town's one unit	27 days with Town's one unit
Cut and Patch Road Repairs not including Street Cut Per-	3,080 square feet	12,600 square feet	8,200 square feet	4,365 square feet
Drainage Facilities Repaired or rebuilt	105	98	70	93
Leaf Collection Cubic Yards / Vacuum Days	21,082 / 30 collection days	24,674 / 21 collection days	21,124 / 30 collection days	15,386 / 24 collection days
Roadside Mowing Passes	4	4	4	4
Miles of Road Plowed	139	139	139.5	139.5
Number of Snow & Ice Events / Annual Snow Fall	14 / 36.75" inches of snow	15 / 22.50" inches of snow	14 / 64.25" inches of snow	9 / 18.25 " Inches of snow
Total Catch Basins Cleaned	2,007	2,831	292	815
Tons of Salt Used for Winter Operations	2,403	2,183	2,92	2,896

## Department of Public Works

a small section of road on Woodmar Circle and Grant Road. These are border streets with the Town of Ellington and we coordinated efforts with them in the paving of their sections of road that abut ours.

We went out to bid on a 22 mile road crack sealing project based on three different bid areas versus the traditional process of basing the estimated costs on single unit pricing by the linear foot or by the pound. This was the second year we bid the project out by area and it has proved to be cost effective. Our crack sealing efforts have proved to be beneficial and our pavements life expectancy has out performed the typical New England pavement life model.

The Annual Leaf Harvest Program was accomplished by the Street and Fleet Division's of Public Works along with some assistance from the Park and Recreation Department. It took 24 full crew collection days to collect 15,386 cubic yards of leaves which were vacuumed up from the curb side and hauled to the compost site. We had a late start due to Storm Alfred and we were fortunate to get the leaves picked up before another snow storm occurred. The previous five year curb side pick up average was 22,261 cubic yards of leaves. We believe at least part the 29% reduction in volume collected was due to residents bringing leaves in themselves to the drop off site. Also many oaks were damaged and leaves were collected on the branches during the debris collection from Storm Alfred. We did not include the 5 bag collections we provided or the resident drop off site in our statistics.

The Division has added a new responsibility to our operations. Street tree removals and pruning became our responsibility due to the re-organization of the Town Garage. Traditionally, the work was done by the Parks Crew. We are responding to all street tree emergencies and issues. We also contract out removals and trimming that are beyond our means to a private tree removal company contracted by the Town. We are fortunate to have a contract of our own, as we do for many of our programs. It came in very handy with our response to Storm Alfred's

destruction. Our contractor did an outstanding job making South Windsor safe.

Mark D. Owens  
Street Services Manager

The **FLEET SERVICES DIVISION** of Public Works continues supporting Town departments by maintaining their vehicles and equipment. Departments such as Street Services, Park and Recreation, Building Department, Engineering Department, Building Maintenance, Human Services, Police Services, Town Hall motor pool vehicles, Pollution Control and Fire Department with the exception of Heavy Fire apparatus which the Town Garage shop is not equipped to handle or service. Fleet Services continue to strive to keep vehicles safe and to prolong longevity by providing routine services and road service when necessary. There is over 8 million dollars worth of equipment and vehicles that are maintained by 3 trained and qualified technicians.

Fleet Services also provides fuel for vehicles of the mentioned departments excluding Police services that provide their own fuel for their fleet at their facility. Technicians work during Town emergencies such as Storms Irene and Alfred and winter storms to insure that the Town's equipment and vehicles continue to perform to serve the public's emergencies.

Fleet Services continues to improve its capabilities by taking the initiative of applying new ideas and techniques to maintain aging equipment to extend the life of the equipment. For example, the technicians salvaged a Do All hopper conveyor body from a truck which was beyond economical repair and no longer safe to operate, and installed the Do All on a truck with a dump body that was in very poor shape, thus taking two trucks and making a good one to continue its use. All transitional and mechanical work was performed at the Town Garage's shop except for paint work to refurbish the Do All body before its installation.

## Department of Public Works

For Fiscal Year 2011-2012, maintenance activity based on work orders submitted by the Maintenance Shop were as follows:

Scheduled maintenance or repairs	738
Unscheduled repairs	230
Road Calls	58

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 and inspection, and pump station maintenance. This Division is also responsible for the operation of the Veteran's Memorial Park swimming pool pump and filtration system and for the test/adjustment of water chemistry for the maintenance of pool water quality.

During the past year, the Division treated 808 million gallons of wastewater at a treatment efficiency of 98%. The Town is required to maintain a treatment efficiency of 85% under the current discharge permit issued by the Connecticut Department of Environmental Protection. In treating the wastewater, 1,260,000 pounds of wastewater solids were removed and transported to the Hartford Metropolitan District Facility (MDF) for final processing in accordance with the Town's participation in a cooperative regional sludge management program. Wastewater service is provided to more than



8,000 residential homes and to more than 345 industrial and commercial businesses in South Windsor, East Windsor, Vernon, and Manchester. Service is provided to out of Town properties in accordance with the provisions of intertown 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.

The Town has substantially completed the \$38 million project to upgrade the Water Pollution Control Facility. These improvements will increase the efficiency, effectiveness and safety in the treatment of wastewater. These improvements to this forty (40) year old facility will allow it to meet future Town growth needs and will provide the means necessary to achieve the Town's strategic objectives of economic development, environmental protection, infrastructure maintenance, and promotion of public safety and quality of life.

The new treatment processes have been placed into operation with excellent results. The quality of the treated wastewater discharged to the Connecticut River approaches the quality of potable water supplies.

The new treatment processes also provide for, the first time, removal of nitrogen which is important for the restoration of water quality in Long Island Sound.

The Town also began construction of improvements to upgrade pump stations on Rye Street, Pleasant Valley Road and Route 5. These improvements will be completed in 2012, and will represent final completion of improvements to pump stations as recommended in the Town's 2002 Facility Plan.

During the past year, the Town cleaned three (3) miles of sanitary sewer lines. The goal of the sewer line cleaning program is to increase these efforts so as to be able to clean all underground pipes at least once every three years. The program objectives are to properly manage, operate, and maintain the system to maintain system capacity, reduce risks of blockage, over

## Department of Public Works



flows and backups, and to extend the useful life of the system.

### **REFUSE/RECYCLING COLLECTION AND DISPOSAL**

– The Town has been a member of the Mid-Connecticut Project since 1984 which is a regional cooperative organization of Hartford area communities established for the purposes of refuse disposal and recycling. Refuse from member communities is processed at a Hartford energy recovery facility operated by the Connecticut Resources Recovery Authority (CRRRA) where it is converted to electricity for use in the Hartford area.

During the past year, the Town has reviewed alternative means of disposing of refuse and recyclables. The Town, together with other area municipalities and the Capitol Regional Council of Governments, have worked together to solicit new proposals from firms engaged in the business of refuse disposal and marketing of recyclables. The Town became a member of the Central Connecticut Solid Waste Authority (CCSWA) to review and select from among qualified firms, those who could provide the most cost effective means for refuse disposal and recycling services.

Through this process, it was determined that the most cost effective option for the Town of South Windsor involved contracting with CRRRA for Tier II Services for the disposal of refuse, and to contract separately with Murphy Road Associates for the marketing of recyclables.

The Town will share in the proceeds from marketing the recyclables, and will receive a \$22.50 per ton rebate.

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, storage and rechargeable batteries, scrap metal, magazines, and junk mail, clothes, aseptic packaging, leaves, and Christmas trees. The Town also collects and recycles antifreeze, and used oil filters at the Public Works Garage on Burgess Road. More information concerning the recycling and refuse programs may be on the Town's website ([www.southwindsor.org](http://www.southwindsor.org)).

During Fiscal Year 2010-2011, the Town began a new program to collect and recycle electronic wastes. The program provides a site at the Town Hall for residents to drop-off covered electronic devices (CED) free of charge. CEDs include computers, laptops, monitors, printers, peripherals, TVs, cell phones, stereo equipment, DVD players, fax machines, digital cameras, VCRs, Modems, iPods and PDAs, copiers, microwave ovens, and speakers. In Fiscal Year 2011-2012, the Town recycled 64,060 pounds of CEDs.

As electronic equipment becomes faster, more efficient and less expensive, CEDs will end up as



## Department of Public Works

waste. In 2005, EPA estimated that 26 to 37 million computers became obsolete resulting in 1.9 to 2.2 million tons of waste requiring disposal. Careful disposal of these items is important because most electronic devices contain hazardous components. Computer monitors and televisions contain leaded glass. Materials like beryllium, mercury, nickel, cadmium, zinc, silver and gold are present in printed circuit boards. Cadmium can also be found in batteries and mercury can be found in relays and switches. If not collected for recycling, these materials will probably end up in waste-to-energy facilities, like the one in Hartford, where the Town's refuse is disposed of. Incineration of e-waste can produce dioxin and contribute to heavy metal contamination in the air.

The use of the price system to allocate resources continues to improve the overall rate of recycling within the Town. This process involves charging residents for additional refuse containers while providing recycling containers free of charge. In this way, residents who put out more refuse pay correspondingly more for this service than those who waste less. The objective was to provide a

more equitable distribution of program costs and to create an incentive for residents to increase their recycling efforts. The Town of South Windsor has the highest recycling rate in the Hartford capital region.

In the past year, household hazardous wastes from 318 South Windsor households were collected and safely disposed of through a regional cooperation effort.

Through the recycling programs, the Town has been able to reduce the quantity of solid waste that would otherwise have to be disposed of at a landfill: this cost avoidance represented cost savings to the Town during the past year of \$503,727.

C. F. Shaw  
Superintendent of Pollution Control

The following table compares Town residential recycling efforts of this past year with those of the year before.

### Recycled Items

<i>Recycled Items</i>	<i>2009 - 2010</i>	<i>2010-2011</i>	<i>2011-2012</i>
Commingled recyclables			
Newspaper/cardboard (tons), food and beverage containers	2,725.38	2,775.14	2,780.40
Batteries (tons)	1.9	1.34	0.20
Leaves (tons)	6,750	5,899	4,447.70
Scrap Metal (tons)	90	61.95	40.06
Christmas Trees (cubic yards)	240	153	24.15
Antifreeze (gallons)	95	110	455
Waste Oil (gallons)	4,102	4,363	3,911
Electronics (tons)	0	0	32.03
Disaster Debris	0	0	35,972

## Police Department

*Matthew D. Reed*  
Chief of Police

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.

During Fiscal Year 2011-2012, the South Windsor Police Department responded to 42,601 calls for service. These calls included criminal complaints and investigations, traffic crashes, medical assists, civil matters, traffic problems, animal problems and a myriad of other public service activities. The Department remains the primary first responder to all medical emergencies. The chart below shows a breakdown of the past five years' activity.

In July 2011, the Canine Team competed in the 20<sup>th</sup> Annual Connecticut Police K-9 Olympics held at the University of Connecticut in Storrs, CT. The event is designed to display the abilities of law enforcement K-9 teams from across the State. Teams are evaluated during the competition in an arena style setting. Areas of competition include: obedience (tactical, distance and basic), obstacles, and an apprehension drill. Officer Christina Mazzocoli and Canine Bobby won Top Team for Obedience. The team won Best Criminal Apprehension the previous year.

Officer Caleb Lopez, the School Resource Officer at Timothy Edwards Middle School, proposed a Summer Youth Academy. In August 2011, the Police Department hosted the inaugural Summer Youth Academy, a week-long program held at police headquarters. The program is a collaborative effort between the Department, Human Services and the School District. The academy class was comprised of South Windsor youths between the ages of 12 and 16. This pilot program consisted of classroom instruction, community service, guest speakers and participation on the Ropes challenge course. The program objectives were to teach youths about the law, provide opportunities for community service, introduce students to various officers and

<i>Annual Statistics</i>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Total Calls for Service	40,581	36,210	35,073	35,186	42,601
Traffic Accidents	438	459	582	459	608
Citations	3,242	2,838	2,719	1,912	2,248
Medical Assist	1,899	1,922	1,923	2,290	2,246
Animal	803	655	676	769	755
Alarms	1,330	1,161	1,163	1,208	1,236
Criminal Arrests	822	900	861	690	540
Penal Code Offenses Reported (Title 53a)	1,149	1,120	1,015	1,018	999
Penal Code Offenses Reported (Title 21a)	172	215	165	113	58
Burglary	129	156	122	131	70
Larceny	457	418	374	280	388
Domestic	243	263	241	243	233
Assault	27	27	21	19	10
Sexual Assault	6	15	12	11	7

## Police Department

their roles in the agency and to provide students an opportunity to discuss topics that affect them and their peer group. The academy culminated in a graduation ceremony.

The South Windsor Town Council passed a resolution re-naming the Bark Park as “Chief Gary K. Tyler Memorial Bark Park”. Chief Tyler served as the South Windsor Police Chief for 23 years before retiring in 2010. During his tenure, Chief Tyler worked to create an off-leash dog park for South Windsor citizens which opened in 2007. The dog park has been a great success and attracts citizens from all over the area. It has become the model for several other dog parks as well. Chief Tyler died in August 2011, and he is fondly remembered by the citizens of South Windsor for all he did to improve the community and the Police Department.

The Town’s Emergency Operations Plan was



implemented twice to deal with effects of Hurricane Irene and the October 2011 Nor’easter that significantly impacted the Town, the region and the State.

Under direction of the Town Manager and the Chief of Police, the Emergency Operations Center, located at the police station, was activated to monitor and respond to the respective storms. In addition to more traditional methods, Chief Reed disseminated important information to the public in a timely manner via social media such as Facebook and YouTube. The Everbridge notification system was also used to keep the public informed.



<http://police.southwindsor.org>

Captain Thomas Hart retired after 42 years of dedicated service. Sergeant Daniel Martin retired after 31 years of dedicated service. In October 2011, Joseph Futtner was sworn in by Chief Matthew Reed, as the newest South Windsor

police officer. Officer Futtner had worked as a South Windsor police dispatcher since December 2008. He completed the selection process for police officer candidates earlier in the year.

In November 2011, the Department held an Awards and Promotion ceremony at the Mill on the River Restaurant. The ceremony recognized those officers who were promoted, or received awards for their conduct in the past year. Lieutenant Richard Riggs was promoted to Deputy Chief of Police, Sergeant Richard Watrous was promoted to the rank of Lieutenant, and Agent Kristian Lindstrom was promoted to the rank of Sergeant.



Agent Christopher Duchesne was the recipient of a Chief’s Award in recognition of safely evacuating three occupants along with their three dogs from a burning home. Officer Caleb Lopez was the recipient of a Chief’s Award in recognition for work in proposing, designing and coordinating the 2011 Police Summer Youth Academy. Agent Glenn Buonanducci, Agent Ronald Littell, and Officer Caleb Lopez were the recipients of Commendations in recognition for their participation in the 2011 Summit for Heroes. Agent Buonanducci was also the recipient of the Fitness Award in recognition for his participation and completion of the 2011 New Bedford Half-Marathon. Subsequently in March 2012, Agent Glenn Buonanducci was promoted to Sergeant.

Agent Glenn Buonanducci, Officer Nicole Little, and Community Service Officer Brian Kelley were recipients of the Lifesaving Award for their lifesaving efforts at an emergency medical call on

## Police Department

December 18, 2010. Lieutenant Richard Watrous, Agent James Nicoletta, and Officer Timothy Hankard were recipients of the Lifesaving Award for their lifesaving efforts at an emergency medical call on June 14, 2011.

Officer Christina Mazzoccoli was the recipient of a Commendation in recognition of her and her K-9 partner's dedication to the Department's Canine Program. Community Service Officer Gary Rossignol was the recipient of a Commendation in recognition of his innovation in utilizing a vehicle's global positioning system to help locate a dangerous felon.

The Department's Community Outreach Officer scheduled Medication Disposal Days held at the police station. This initiative was sponsored by the South Windsor Triad and was intended to remove unwanted and unneeded medications from homes. All medications were accepted, including prescription, non-prescription and over-the-counter drugs. The service was free and anonymous. Medicine that sits unused in homes is susceptible to diversion, misuse and abuse. The "Take Back" event gives citizens a place to drop off these drugs so they can be disposed of in a secure and safe manner. The South Windsor Triad is made up of representatives from the police department, fire department, human services, the senior center, senior citizens and the local business community to educate seniors about safety.

The South Windsor Police Department continued to support the South Windsor Board of Education and the local school district through the School Resource Officer (SRO) Program. Throughout the year, School Resource Officers were at both the Timothy Edwards Middle School and the South Windsor High School to support the staff and the students. In addition to handling any police concern on school grounds, the SROs counsel individual students and speak on law and safety topics. Officer Caleb Lopez serves as the SRO for the middle school and Officer Charles Bowes serves as the SRO



for the high school. Officer Lopez participates in programs addressing substance abuse prevention, internet safety, youth and the law and anti-bullying strategies. Officer Lopez divides his time between the school and the stationhouse assisting with Youth and Victim Services under the direction of Sergeant Elsie Diaz.

In June 2012, Mothers Against Drunk Driving (MADD) held their 26<sup>th</sup> annual Law Enforcement Recognition Ceremony at Anthony's Ocean View in New Haven. The organization honored those in law enforcement who have worked toward MADD's goals to stop drunk driving and prevent underage drinking. South Windsor police officers Kevin Geraci and Stephen Hoover were honored for their exceptional efforts in combating Driving Under Influence in the last year, with 19 and 10 arrests respectively. Both officers received the MADD Appreciation Award. This was Officer Hoover's third MADD award and Officer Geraci's second MADD award. The officers' dedication to the enforcement of DUI laws is appreciated. Their efforts, along with all of the patrol staff, have made the roadways safer for the public, reducing accidents caused by impaired operators.

The South Windsor Police Department continued its cooperative approach to the provision of police services to the Town of South Windsor and neighboring communities. It continues to participate in the Capitol Region Emergency Services Team, which provides tactical personnel and resources, hostage negotiations and underwater recovery dive operations. The Department is also a member of the Capitol Region Investigative Support Team, which provides major crimes investigatory experience and personnel. Metro Traffic Services, a regional traffic safety enforcement partnership among the towns of South Windsor, Manchester, Vernon, East Windsor, Windsor, and Coventry, along with the Department of Motor Vehicles, continued to operate throughout the year in their effort to make our roadways safer throughout the region. Numerous driving-under-the-influence and safety spot checks were conducted

## Police Department

with a number of intoxicated drivers and unsafe vehicles removed from the road. The East Central Narcotics Task Force continues drug enforcement and interdiction efforts, by serving the towns of Manchester, Vernon, Glastonbury, and South Windsor. By participating in these regional cooperative efforts, the South Windsor Police Department is able to improve community safety, bolster truck enforcement, reduce traffic fatalities and provide more overall support in response to critical incidents.

Various components of the Department continue to help coordinate approximately 40 annual special events that occur within, or involve, the Town of South Windsor, e.g., the Hartford Marathon, Wapping Fair, and Memorial Day Parade and Torchlight Parade. Numerous officers participated in the Law Enforcement Torch Run, Tip-A-Cop, Cop-on-Top, Penguin Plunge events and other similar programs, which directly support the Special Olympics of Connecticut. These events raised thousands of dollars for Special Olympics of Connecticut. The South Windsor Police Department was honored in February 2012 by Special Olympics Connecticut for its fundraising efforts in 2011. The Department was the top law enforcement fundraiser in the state, raising more than \$36,000 for the Special Olympics. The honor was due largely to the hard work and dedication of Agent Ronald Littell, the liaison and committee member. This effort would not be possible without the overwhelming support of the police officers, the citizens, businesses and their employees. Their generosity has led to this recognition and, more importantly, to the success of Special Olympics.

The Department's Honor Guard continues to participate in numerous community events and ceremonies. Some of the annual events include the Memorial Day and Veteran's Day parades and ceremonies, Wreaths Across America, high school functions, Flag Day ceremonies, and the Saint

Patrick's Day parade. The Honor Guard members provide a color guard and rifle firing details.

Since its inception in December 2004 and under guidelines set forth by the Connecticut Juvenile Justice Advisory Committee, the Department has assigned personnel to the East Central Multidisciplinary Team (ECMDT). Multidisciplinary teams are supported by state statute. The MDT is a team which coordinates the activities of various agencies in the investigation of cases involving child sexual assault and serious physical injury. Members meet regularly to discuss individual cases, identify system needs, work cooperatively to improve the investigation and prosecution of cases and work to better protect children from further trauma. At present, the ECMDT is responsible for reviewing cases in East Hartford, Manchester, Glastonbury and South Windsor. In addition to members of law enforcement, the ECMDT also includes members from the Department of Children and Families, the State's Attorney's Office, the State's Attorney's Office of Juvenile Matters, the Greater Hartford Children's Advocacy Center at Saint Francis, Sexual Assault Crisis Services, domestic violence programs and those from the mental health field.

Throughout the year, the Department continued its effort to maintain a strong community presence. Infants and toddlers received the potential life-saving benefits of proper child safety seat installation. This year alone, the Department performed 1026 safety seat inspections and modifications. The Department provided 50 motorists with safety seats.

With the increased focus on child safety seat installation by the media, community, and civic organizations, the Department continues to increase the number of staff certified as Child Safety Seat Specialists. The certified technicians are made up of police officers, community service officers, dispatchers and other civilian employees. The Department also continues to function as a training site for other police and public safety personnel to become certified in this life-saving service.



## Police Department

In September 2011, the Windsor Lodge #2060, of the Benevolent and Protective Order of Elks donated 16 Evenflo Titan Child Safety Seats to the Department's Child Safety Seat Program. The



generous donation was delivered by Charles Rhoades of the Windsor Elks, and was received by Deputy Chief Richard Riggs and Sgt. Thomas Field. The car seat donation coincided with National Child Passenger Safety Week, highlighting the importance of keeping kids safe in the car.

The South Windsor Police Department staff trains regularly in defensive tactics, less lethal use of force and firearms proficiency. In early 2012, the Department contracted with a vendor to bring their mobile firearms range to Town. The mobile range is contained in a commercial tractor trailer body. The self contained range allows for low-light shooting any time of day, with the added convenience of having the trailer in Town. Officers can leave their work assignments for 90-minute sessions, saving travel time and minimizing overtime expenditures to run all 3 shifts through the training. The mobile range has traditional targets and the ability to project video scenarios down range against targets for officers to react and engage with live fire if necessary. Two officers can go through 20 such scenarios in about an hour, with the ability to do low-light visibility training that is extremely difficult to schedule at other ranges. The climate controlled trailer is lined with ballistic materials and has OSHA compliant ventilation for the safety of the officers and others in the area.



In August 2011, Chief Matthew Reed began exploring viable options for a new animal control shelter. For more than twenty



years, the South Windsor Police Department has sought out a permanent home for the animal control operations. The Town's former dog pound was located on land adjacent to the Public Works facility on Burgess Road. The facility had only 4 kennels and was not conducive to training, visits from the public or long-term sheltering. The Towns of East Hartford and Manchester have agreed to partner with South Windsor for the sheltering of stray animals from each of the three towns. The new facility at 124 Sullivan Avenue, South Windsor, is well located for easy access by each town. The frontage along Sullivan Avenue [CT Route 194] provides some excellent exposure and curb appeal for the new facility. Such exposure is likely to attract more volunteers, more recognition and more potential families to adopt shelter animals. Initial funding for the shelter will be provided through a grant obtained in 2008 for the acquisition of land and building of a regional animal shelter. The grant was received from the State of Connecticut and totaled \$515,000. In May of 2012, members of the Orchard Hill School Student School Life Committee presented the Police Department with animal food, toys and treats to be used at the animal shelter.

The South Windsor Police Department is a customer-driven, service-oriented organization. The department devotes significant resources and efforts to recruit, test, select and train highly qualified men and women. Our personnel are among the best in the state. Our Department will continue to strive for excellence. We pride ourselves on our community involvement and never-ending pursuit of customer satisfaction.

**Law enforcement is everybody's business.**

## Fire Department

*Kevin Cooney*  
Fire Chief

The Fire Department has seen many changes in the last year. We are proud to remain an all volunteer Fire Department with 130 members made up of dedicated men and women that serve our Community as we have been for the past seventy four (74) years.

We have spent a great deal of time in the past few months and will continue to as we prepare for our 75<sup>th</sup> Anniversary of the Department that was established in 1938. There are numerous events planned throughout the year. Fire Fighter Andrew Hildebrand is our Chairman of the 75<sup>th</sup> Anniversary. 2013 will be a great year for us and the Community. As part of our celebration, we will be hosting the CT State Fire Fighters Annual Convention and Parade in September 2013. We remain busy fundraising and planning for our big year – 2013!

Nearly a year ago we received a new fire pumper from the Sutphen Corporation that will replace a 1987 engine. The new Engine 3 is assigned to Company 3 on West Road.



On June 30, 2012, Fire Chief Phil E. Crombie, Jr. stepped down after serving as our Fire Chief for ten years. Phil served the Fire Department for over Forty years, many of those years in a Chief Officer role. We wish Phil and his wife, Sue great happiness in their newfound time together.

The Board of Fire Commissions appointed Kevin E. Cooney as the new Fire Chief. Kevin has served for nearly thirty years in the SWVFD having followed his Dad's footsteps – Richard

Cooney served as a Fire Fighter for over 25 years. Chief Cooney took office on July 1st. He continues to work full-time for the MANCHESTER FIRE-RESCUE-EMS DEPARTMENT as a career Fire Lieutenant.



The Honor Guard continues to serve the Fire Department proudly, from Presenting the National Colors before a Boston Red Sox game at Fenway Park to many local events. Fire Fighter Don Marchasseault serves as Commander of the Honor Guard with a great group of dedicated members; FF Robin Pendleton, DC Brian Peck, FF Paul Marquis, FF Matt Falletti, Explorer Daniel Dzen, FF Melissa Bengtson, FF Christina Bolduc, FF Bryan Holmes, FF Greg Roberts, Explorer Jen Samsel, FF Mike Williams and FF Priyang Shah.



With all the good we do, there are some sad times. This past summer, long time Fire Fighter Joseph "Papa" Uccello passed away. Joe served the SWVFD for over fifty (50) years!! Papa Joe touched each of us over the years, especially our children as he played the role of Santa for many years. He will be missed.

A few milestones will be reached this year as two long time members reach fifty (50) years of

# Fire Department



service, Fire Fighter Ray Zaugg and former Fire Chief William Lanning!

As part of the transition of Fire Chiefs, a few organizational changes were made. Company Captains were re-instituted and a few of the Staff Officers were promoted and took on new challenges. The Fire Department promotions are made following a formal process as opposed to election and appointed by the Board of Fire Commissioners. Effective September 1<sup>st</sup>, the following members were promoted: Lieutenants; Debra Burch, Doug Caron, Craig Piacentini, Chris Tsorinis, and John Riedel. Captains: Jay Samsel, Dave Motowidlak, Scott Fine and Tim Papp. Division Chiefs: Chris Hack, John Hofmann, Steve Toffolon and Carlo Piacentini. Deputy Chief: Tom Bengtson.

As part of the new changes, a formal swearing in and badge pinning ceremony took place for all the new Officers. The Ceremony was held on November 15<sup>th</sup> at Town Hall in the Council Chambers with the help of Mayor Tom Delnicki and Town Clerk Lori Trahan.



**L-R: Clerk Trahan, Chief Cooney, Captains Jay Samsel, Scott Fine and Dave Motowidlak**



**L-R: Chief Cooney, Division Chiefs John Hofmann, Chris Hack, Dan Katzbeke, Scott Fine, Mayor Delnicki and Deputy Chief Peck**



**L-R: Clerk Trahan, Chief Cooney, Lts. Deb Burch, John Riedel and Craig Piacetini**



**Deputy Chief Tom Bengtson with daughters, Fire Fighter Melissa and Amanda**

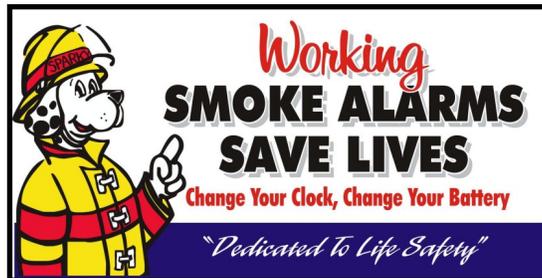
## Fire Department

Our Explorer program is still one of our main tools for recruitment with over 20 young men and women. The SWFD Explorer Post 838 is the oldest Fire Explorer Post in the State. The group is lead by Adult Advisors, D/ C Tom Bengston, Lt. John Riedel, FF's Robin Pendleton and Matt Knipple. The Explorer Post, aka Company Five, has their Officers go through a competitive exam process and lead their peers. Serving as Officers are Captain Daniel Dzen and Lieutenants Tommy Lovett and Tyler Driscoll.

meet weekly on Tuesday evenings. Visit our web site [www.southwindsorfire.org](http://www.southwindsorfire.org) and following on FACEBOOK and TWITTER.



With the partnership of the Fire Marshal's Office, the Fire Department has been awarded a FEMA Grant for a Smoke Detector Campaign. This program allows us to deliver FREE Smoke Detectors to our Community, focusing on the condominium complexes. To date, we have provided thousands of smoke detectors as well as related education to the community and will continue till the grant funds are depleted.



Our Fire and Life Safety group continues to be busy educating our Community at many events. Lead by Lt. Kathy Scanlon, the group attends numerous public functions and visits each elementary school as well as our own Open House.



As an all volunteer Fire Department, we are always looking for members, even for our non-fire fighting support company. We

# Fire Marshal

Walter Summers  
Fire Marshal

## 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 part-time Deputy Fire Marshal, and 2 part time Fire Inspectors. 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 mandated to issue permits for hazardous operations, which include but are not limited to the installation of permanent propane tanks and piping, heating fuel storage tanks, gasoline and diesel fuel storage tanks, blasting permits, and commercial fireworks displays.



investigate and prosecute all arson cases.

Last year the Fire Department and Fire Marshal's Office worked together on a grant from FEMA to purchase and install smoke alarms in over 2,000 apartments. In December of 2011, this grant program was started and is on track for completion in 2013.

For service please call 860-644-2511 extension 217.

Fire Marshal Walter Summers  
Deputy Fire Marshal David Mauldin  
Police Agent/Fire Investigator Michael Thompson  
Fire Inspector Gregory Roberts  
Fire Inspector Marc Devanney

This past year our time was dedicated to getting new projects opened for use including FedEx, Hartford Medical, Old Dominion Trucking and condominium inspections. Some of the new projects in the planning stages were the Evergreen Walk residential and hotel expansion, Carla's Pasta, Metal's Testing, and Stop & Shop renovations. We worked with developers to understand Fire Code requirements and assist in completing their projects on time.

We will continue to concentrate on apartment inspections and smoke alarm compliance within these occupancies. We continue to conduct apartment inspections, required licensing inspections, blasting permits, fireworks demonstrations, and hazardous material truck inspections. Last year's inspections totaled 3975 inspections conducted. 11 Fire investigations for origin and cause were conducted last year with 15 other investigations. We continue to work closely with the South Windsor Police services to



## Registrar of Voters

**Sue Burnham**  
Republican Registrar of Voters

**Sue W. Larsen**  
Democratic Registrar of Voters

The Office of the Registrar of Voters (ROV) is governed by 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 the hiring and training of all official election poll workers.

The use of the Tabulator Machines continues to accurately expedite the entire voting process.

During the Fiscal Year 2011-2012, the ROV Office received and implemented 2,607 changes to the voter records. The total number of changes includes new registrations and removals, as well as name, address and party affiliation changes.

The ROV Office held special voter making sessions required by the Connecticut State General Statutes prior to the Municipal Election and the Democratic and Republican Primaries to accommodate the number of new electors.

We survived the October 2011 Nor'easter that crippled the East Coast with most in South Windsor without power for eight days or longer. We changed three of our five polling places for the Municipal Election as we were not sure that power would be restored in time for the election on November 8, 2011: Pleasant Valley School was held at the Fire House on Ellington Road; Eli Terry was moved to the SW Library Friends Room; and Timothy Edwards Middle School was moved to the High School. We held 2 polling places at the High School in the Auxiliary Gym. We had

individuals posted at the closed sites to properly direct the voters to their respective temporary polling places. We also posted signs throughout Town and a notice in the Journal Inquirer advising of these changes. Everything ran smoothly with the cooperation of the weather with a beautiful sunny, mild day for the election. We had a voter turnout of 31%.

The Republican Presidential Preference Primary was held on April 24, 2012 with 14% of the registered Republicans voting.

The ROV Office conducted the annual state required canvass of all voters in South Windsor during April 25<sup>th</sup> through May 1, 2012 as they could not be mailed prior to the Republican Presidential Preference Primary.

A Special Voter Enrollment Session was held at South Windsor High School in May 2012.

The Special Town Democratic Primary for Judge of Probate was held on June 26, 2012 with 14% of the registered Democrats voting.

Election results following each election are posted on the Town website ([www.southwindsor.org](http://www.southwindsor.org)) on the home page.

Sue Burnham completed her third year as Director on the State Registrar of Voters Board of Directors (ROVAC) on June 30, 2012. She is continuing to serve as the representative on the Education Committee. Sue W. Larsen is serving her second term on the State ROVAC Board as Treasurer commencing May, 2012 and is continuing to serve as Hartford County's representative on the Legislative and By-Laws Committees.

### Registration Figures As of June 30, 2012

<i>District</i>	<i>Republican</i>	<i>Democratic</i>	<i>Unaffiliated</i>	<i>Other</i>	<i>Total</i>
I	193	362	394	7	956
II	602	1,038	1,098	12	2,750
III	988	1,680	1,715	13	4,396
IV	607	799	1,077	5	2,488
V	944	1,659	1,716	17	4,336
<b>TOTAL</b>	<b>3,334</b>	<b>5,538</b>	<b>6,000</b>	<b>54</b>	<b>14,926</b>

## Historic District Commission

*Virginia Macro*  
Chairperson

The Historic District Commission is charged with the oversight of alterations to any exterior architectural feature within the District's boundaries, visible from a public street, way or place. Working in cooperation with property owners, we strive 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. In 2011- 2012, in addition to our regular monthly meetings, the Commission consulted with six homeowners, held hearings and issued Certificates to allow work to proceed.

In December a grant from the Historic Preservation Division of the Connecticut Commission on Culture and Tourism provided the funds to move forward with Phase III of the Historic Resources Inventory of South Windsor. Initially designed to cover the documentation of sixty properties, the Consultants, Tod Bryant and Lucas Karmazinas, discovered thirty additional properties they felt were worthy of inclusion in the study. Their report, Phase IIIa was begun in March, but will require an additional grant to complete the full Survey of South Windsor's Historic Resources. Buildings to be inventoried are selected based on the same criteria used for inclusion in the National Register of Historic Places: i.e., structures should retain their original integrity, have historical associations or represent important historical themes in the community, or be good representations of architectural styles. Phase IIIb of the Survey, slated to begin next year, will complete the review of South Windsor's



**905 Main Street after 1936 Flood**  
*(Photo from Wood Memorial Library Archives)*



**Watson House after 1938 Hurricane**  
*(Photo from Wood Memorial Library Archives)*

historic structures and will be helpful in planning future development. The identified properties will be located on the GIS system and will allow the planning process to take the preservation of historic buildings into consideration. Many historically significant buildings in the Survey are worthy of protection.

The Demolition Delay Ordinance, which was passed by the Town Council in February, and is designed to "encourage the preservation of buildings or structures within the Town of South Windsor," needed slight revisions to be in compliance State Statutes. That work will be carried out over the summer and an Amended version will be re-submitted for a Public Hearing and then to the Town Council for final approval. The Ordinance provides that once a building is designated "Significant" by a Historic Review Committee (and after a Public Hearing), a delay of up to 180 days will allow time to seek alternatives to demolition such as: adaptive reuse of the building, moving the structure, or, if all else fails, photo-documentation of the building prior to demolition. To fall into the Significant category, a structure must be at least seventy-five years old and meet one or more criteria documenting its historic significance to the Town. The measure provides for public notification of a proposed demolition, but does not prohibit the demolition of an historic building or structure, only a delay.

## Town Clerk

*Lori Trahan*  
Town Clerk

*Theresa G. Samsel*  
Assistant Town Clerk

*James E. Krupienski*  
Assistant Town Clerk

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 and presidential ballots, 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, fish & game, 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. Copies of the Town Charter and Ordinances are also available for a fee. Duties also include processing all Town notary appointments, appointment of unaffiliated Justices of the Peace, accept for filing lawsuits

and claims, record cemetery deeds, maintain burial records, process and publish Town ordinances and the annual audit report.

The office and land records vault are used daily by title searchers, attorneys, bankers, appraisers, civil engineers, surveyors, real estate agents and the general public.

Our online web portal revenue has continued to grow, and am told we are the sixth highest in the state for income from Cott Systems.

We have also just completed a back scanning project with a Historic Document Preservation Grant from the State Library and our records are now scanned back to May of 1923. These records are available on our public access web portal as well as our search computers in the vault.

Fiscal Year totals include \$988,116.00 collected for various State of Connecticut licenses and fees, and \$421,086.00 in Revenues for the Town's General Fund for a total collection of \$1,409,202.00.

### *Activity Summary*

Land Records	6,269
Fish & Games Licenses	285
Dog licenses	2,472
Kennel tags	16
Births (2011)	182
Marriages (2011)	522
Deaths (2011)	229

# Health Department



**Public Health**  
Prevent. Promote. Protect.

**Dr. Gerald Schwartz**  
Director of Health

**Sherry McGann**  
Environmental Health Officer

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, 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.
- Administration of immunization clinics for community members.

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.
- Protect the public against the spread of

communicable diseases.

- Promote healthy living and disease prevention strategies.
- Educate residents about the benefits of nutrition and exercise.
- Gather and analyze data on the community's health to determine risks and problems.

Fiscal Year 2011-2012 has been a very busy year at the Health Department. We received two grants; the Cities Readiness Initiative Grant for emergency preparedness activities, and the Lead Poisoning Prevention Grant for outreach efforts to prevent childhood lead poisoning. In January, we participated in Radon Awareness Month in conjunction with the Connecticut Department of Public Health and distributed educational materials and free radon test kits for individuals interested in testing their homes for radon. We have joined the region #2 Asthma Coalition to offer services in asthma education to residents through the "Putting on Airs" program. We have participated in multiple community events including the South Windsor Business Expo and the South Windsor Triad Health and Safety Fair at the Community Center. In addition, we co-sponsored a Health Fair for the Town of South Windsor employees held at Fire House #1 on Ellington Road.

In the spring, the Health Department launched an integrated mosquito management program. Working in conjunction with other Town departments and the Connecticut Department of Environmental Protection, this program was designed to take a proactive approach to mosquito control by utilizing natural larvicides and reducing the need for adulticide treatments. It also involved an educational outreach component to inform and educate residents about best management practices to put in place at their homes to reduce mosquito populations. We look forward to expanding upon the existing program in upcoming years.

The Department continues to be involved in emergency preparedness planning through involvement in Mass Dispensing Area (MDA) #31 meetings and events. MDA #31 looks at public

# Health Department

health threats such as pandemic flu, as well as preparation for emergency events related to bioterrorism, natural disasters and other events. The occurrences of Hurricane Irene and Storm Alfred kept staff busy with involvement in emergency planning and response, shelter operations, and emergency inspections of food service establishments who lost power.

Throughout the year, the Health Department website was updated to include links to applications and forms, and the latest health information regarding food recalls, communicable disease epidemics and other health information. Staff attended training sessions on such subjects as: Bloodborne Pathogens, Healthy Homes, Mosquito Control, Radon, Asthma, Lead Inspector and Food Service Inspector recertification. In addition, we facilitated the Town health and safety committee and played a key role in the revision of the Town policy on workplace exposure to bloodborne pathogens.

These initiatives were conducted in addition to our routine activities and services. These routine functions include: inspections of restaurants and other food service establishments in South Windsor, on-site inspections of food vendors at temporary food events including large scale events such as the Union District School Farmer's Market, Strawberry Festival and Wapping Fair. We routinely inspect pools, daycare facilities, on-site subsurface sewage disposal systems, wells, and respond to environmental complaints. The Health Department also reviews and follows up on communicable disease reports and provides information to individuals regarding screening, treatment, and vaccinations. We continue to educate the public on health topics and disease prevention by distributing educational materials and disseminating health and wellness information to residents.

## Environmental Health Activities FY2011-2012

### **Food Protection:**

Food Est. Inspections	103
Food Est. Re-inspections	12
Temporary Events	12



Vendors	35
Plan Reviews	10
Consultations	12
Foodborne Complaints/ Investigations	5
Storm Inspections	17
Water Main Break Insp.	10
Fire inspections	1

### **Health Inspections:**

Daycare Facilities	13
Public Pools	16
Public Pool Re-inspections	5
Cosmetology Est.	0
Tattoo Parlors	2
Clinic	1
Lead Poisoning Investigations	1
GI Outbreaks	2

### **Subsurface Sewage Disposal**

Site inspections	10
Deep Test Holes	17
Percolation Tests	14
Permits – New Construction	1
Permits – Repair	9
Septic Plan Reviews	10
B100 Applications	10

### **Private Wells**

Well Site Inspections	3
Well Permits	2

### **Laboratory Activities**

Potable Water	3
Rabies	2
Lead	2

### **Complaints:**

Food Protection	8
Housing	4
Refuse/Garbage	5
Insects	7
Water Quality	5
Air Quality	5
Mold	6
Other	7

# Department of Human Services

**Dennis D. Sheridan**  
Director of Human Services

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 three divisions:*

## **Human Services Administration**

Dennis Sheridan, Director  
Nancy Aborn, Administrative Assistant  
Cindy Malone, Transportation Coordinator

## **Adult and Senior Services**

Andrea Cofrancesco, Senior Services Coordinator  
Lindsey Ravalese, Social Services Coordinator

## **Youth and Family Services**

Joann Moriarty, Coordinator

In addition to the day to day work of the Department, two major events headlined this past year in Human Services:

### **Storm Alfred**

In October, a surprise snow storm swept through the state depositing up to 10 inches of snow. Since the leaves were still on the trees, monumental tree damage and massive power outages occurred. This required the opening of a shelter at South Windsor High School. Human Services staff, with the assistance of other Town staff and many volunteers, managed the day to day operations of the shelter which was open for nine days. It was an intense experience that demonstrated the importance of multi-agency cooperation in an emergency. Human Services and other Town staff, schools, police, fire dept., SWAC, VNHS and citizen volunteers all came together to make this operation successful.

### **Dancing With the Stars!**

The Department decided to purchase a gazebo to dress up the back patio at the Community Center. The 14 x 20 structure would also offer additional

program space in the milder months. In order to fundraise for this building, Andrea Cofrancesco (Senior Services Coordinator) and Mickey Kozikowski (Senior Programmer) conceived of the idea to hold a Dancing With the Stars competition. They recruited various department heads, Council members, the Town Manager, and recruited dance partners from our senior population. Once paired, all dance couples received instruction from local dance instructor Lynn Grossi. After months of practice and preparation, the long awaited event was held in March. The distinguished panel of judges declared Town Manager Matthew Galligan and his partner Kaitlyn Kessler the winners! Great fun was had by all and our fundraising goal was met (close to \$6,000). The South Windsor Rotary Club then donated the balance, and we were able to purchase a beautiful gazebo for the back patio!

The Human Services Department continues to work hard to meet the needs of our clientele in increasingly challenging times. A brief glimpse of activity this year:

- The senior center offered 257 programs, events and trips attended by 4,625 participants
- The department processed 417 energy assistance applications; 180 families impacting 500 people utilized the food bank; 216 received income tax form preparation assistance
- 63 individuals received youth / family counseling services; an additional 394 individuals received parent education and support services; 1,899 youth participated in positive youth development programs, including 96 middle and high school students who participated in the Jump Start Tutoring program
- Our senior / disabled transportation buses logged 51,365 passenger miles, transporting a total of 500 seniors throughout the year to various destinations, including 362 medical appointments
- 243 individuals benefitted from the private Fuel Bank; 169 Thanksgiving baskets were distributed, benefitting 304 people

# Department of Human Services

- 427 youth attended the teen center; teen center youth provided upwards of 1,250 hours of community service projects to Town and region; 61 middle school and high school youth participated in our Rising Stars Summer Enrichment program
- Over 180 volunteers assist our Department in meeting its mission

*I am grateful for the tremendous work of our division coordinators, case workers, counselors, our parent educator, programmers, administrative assistants and bus drivers who work tirelessly to provide client support, assistance, education, creative social / recreational opportunities and transportation in very challenging times.*

## Community Center

We continue working with the Recreation Department and Building Maintenance to coordinate building usage and continued maintenance needs in increasingly challenging space restrictions.

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 2011-2012.

### 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. Agencies with whom we work closely include local businesses, Visiting Nurse & Health Services of Connecticut, Inc., Police, Courts, Adult Day Care, Assisted Living Facilities, Local Housing Authority, Community Renewal Team of Greater Hartford, area towns and hospitals; mental health groups, state agencies, local civic and religious groups, etc.

The Division administers several programs that benefit Human Services clientele. 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, Home Management Grant** (funded by the State Department of Social Services), **Salvation Army Funds**, and **Holiday Basket Programs** which includes gifts 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 Adult and Senior Services Coordinator serves as South Windsor's state mandated **Municipal Agent for the Elderly.**

## SOCIAL SERVICES PROGRAMS

### SOCIAL SERVICES

Social 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
ConnPace Applications	Title XIX
CRT Meals-On-Wheels	Flu Clinic / Safety Fair
Operation Fuel (Warm Thy Neighbor)	Recreation Therapist (CARES)
Home Management Program *	Grocery Delivery Program
Holiday Food/Gift Baskets Program	Friendly Shopper Program

\* (Funded by the State Department of Social Services)

## Department of Human Services

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

- **417** CEAP Energy Assistance Applications Processed
- **199** contacts for assistance with Medicare Part C & D
- Intake **170** Homeowners Tax Relief and **181** Renter's Rebate Applications
- **97** applications totaling **243** persons used the private Fuel Bank
- **27** applications totaling **73** persons were assisted through Operation Fuel
- **180** families used the Food Bank serving over **500** people
- **169** Thanksgiving baskets were distributed benefiting **304** people
- **71** families with **134** children received Holiday gifts along with **40** Seniors
- **14** families with **31** children received backpacks and shoes from a cooperative program with Salvation Army
- **AARP Tax Preparer's** did **216** returns

### OUTREACH

**Social Work** with multigenerational older adult family caregivers, extended support and professional caregivers and affordable housing are of primary concern to those seeking help from Senior 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 **168 home visits** were made by social services staff. An **At Risk List**, which consists of names of residents with chronic health



*Mary, member of the CARES Program at the "Luau" party*

issues, are homebound, or have little to no family in the area was developed so that residents can be alerted when a shelter is open in Town. This list will be updated annually and includes over 80 registered names.

**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 is offered 3 hours a day 3 days a week providing services for older residents with physical or cognitive losses. This program has proven to

be a primary community support service that prolongs one's ability to remain in the community and provides respite for caregivers.

### SENIOR CENTER

The North Central Area Agency on Aging has designated the multi-purpose 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.

During the Fiscal Year 2011-2012 the Senior Center offered a **hot meal to seniors** 60 years of age and older every day except holidays and weekends, with almost **8,000 meals** served for the year. A hot lunch provides much needed socialization as well as nutritional value. The

center offered over **257 on-going and special programs** with more than **4625 attendees** throughout the year in a variety of social, educational, health, recreational and/or supportive programs. Much of the information regarding programs at the Senior Center is delivered in the monthly **newsletter** that goes out to approximately **1,600 households**, including



*Alaska Trip*

## Department of Human Services

distribution via email, using the Town's Everbridge system.

Senior Center Programs include day, evening and weekend **trips to museums, theaters, and restaurants, with 119 trips bringing a total of 2,314 people.** Travel opportunities continue to provide a resource for the 'active' seniors. Longer trips were provided to Alaska and Bermuda. Additionally on-going cards and games such as **dominoes, cribbage, setback, poker, bridge, hand and foot, mah jong, and rummykub** are offered, with over **300** participating weekly. In addition, the Senior Center has a group of women involved in the Red Hat Society which does community service projects throughout the year. The Senior Center provides a staff person to act as a liaison for the **Super 60's Sportsmen Club**, a group of active older men who assist with many community service projects benefitting the Town.



**Bermuda Trip**

Center and monthly at low income senior housing sites. A registered nurse provides **blood pressure, blood sugar and cholesterol screenings** with a total of **1,184 visits yearly.** For this Fiscal Year, the annual **flu clinic** was changed to a **Health and Safety Fair** with over **20 vendors** providing services and information to almost **250 attendees,** and **222 seniors and people with chronic** health conditions were given the flu vaccine. Seminars on safety issues and health related topics such as **vision, hearing and skin cancer screenings** were held. A **dietitian** provided a monthly "Ask the Dietitian" series with informational topics as well. A monthly **Foot Care Clinic** is held at the Senior Center, **servicing 250 people annually.** **Therapeutic massage** is offered twice weekly, with over 350 hours of massage provided to senior citizens at a lower cost than a massage therapy spa.



**Officials at our Ribbon Cutting**

The Senior Center embarked on a fundraising campaign to raise money for a 10x20 screened in gazebo. Dinners, parties, teas and a Dancing with the Stars Event were held raising \$6,000. The Rotary Club donated the remaining \$6,000 and a ribbon cutting ceremony was held in May. The gazebo is used for additional program space.

### HEALTH, WELLNESS AND SAFETY

#### Health and Wellness

A major health emphasis continues to be made to provide wellness clinics each week as well as **health care screenings** and informational talks. The Town of South Windsor contracts the **Visiting Nurses & Health Services of Connecticut, Inc.** to staff weekly Elder Wellness clinics at the Senior

**Weekly exercise programs** provide older adults with a safe, non judgmental location to stay healthy. Ten (10) classes are offered in **yoga, tai chi, zumba, strength training and pilates** with over 500 people participating. A group of seniors meet twice weekly for **morning and afternoon walks** in Nevers Road Park. This group consists of over **30 participants** who have walked over **4,000 miles** during the walking season. Weekly Wii games are held, followed by tournaments with other senior centers. These provide opportunities for exercise, socialization and fun.



**Dancing with the Stars Event with Pauline Kavanagh and Deputy Mayor Gary Bazzano**

#### Safety

The **South Windsor TRIAD**, which consists of local law enforcement, the business community, and the Senior Center, continues with the focus

## Department of Human Services

on senior safety. A Tour of Safety Services was offered to residents, providing a tour of the Police Department, Fire House and Ambulance Corp. Two Medication Disposal Days occurred, resulting in **over 700** pounds of medications being disposed of safely. In addition, the **Yellow Dot program**, which is designed to provide police information

on a senior driver in the event of an accident, is now available for people to enroll at the Police Department during normal business hours. A shredding day was held and resulted in over **100** people dropping off items to be shredded.

### TRANSPORTATION

Transportation is provided for the Senior and Handicapped population via three 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. We expanded this service during this Fiscal Year to meet the demand for transportation to dialysis appointments in Manchester and Vernon.

**Almost 51,365 passenger miles** for the year were provided for Seniors & Disabled residents which also included daily trips to Manchester Sheltered Workshop. **382** passengers were provided rides to **medical appointments, shopping and senior activities**. A total of 17,208 trips were made, and a total of 400 unduplicated people used the service.



*Triad with boxes of Medications*

### SPECIAL ACTIVITIES AT THE SENIOR CENTER

**Special events** are held to correspond with holidays such as Memorial Day, Veteran's Day, Mother's and Father's Day, Halloween, Christmas and more. Special events draw from **75 to 150 participants** and are limited to available space.

Our **New Year's Eve Party** was attended by over **100 seniors** with assistance from the South Windsor High School Interact Club.

The Senior Center takes part in a variety of **Intergenerational community activities** including visits by local school classes and regular cooperative planning with the **High School Interact Club**. During this Fiscal Year, the **Senior Advisory Council**, which is a group of seniors who represent different groups within the Senior

Center, started a **Reading in the Schools Program**. Each classroom in all five elementary schools were read to throughout the school year, totaling 1700 students. A total of 36 volunteers were involved, and 105 books were donated for this project from DST Output.



*Jean Ward, Senior Advisory Council at Reading in the Schools Program*

The Senior Center continues to offer classes on **Safe Driving** for older adults utilizing the **community police officer** through the Police Department. A total of **eight sessions** were held with **125 people** taking part. The Center has a partnership with the Timothy Edwards Middle School to use their **Computer Lab** twice each week during the school year to teach seniors how to use computers and the Internet. **70 seniors** took part.

## Department of Human Services

### VOLUNTEERS

Volunteer opportunities are available throughout the Human Services Department. Our goal is to



**Community Service group  
baking for homebound  
seniors**

utilize the valuable skills of the senior community in the Senior Center, local schools and as Health Screening volunteers. Over **180 volunteers** took part throughout the year in a wide range of capacities ranging from Meals on Wheels drivers, Friendly shoppers,

Flu clinic volunteer staffers, newsletter collators and activity coordinators at the Senior Center. **Two new opportunities** were created this Fiscal Year: Trip Captains, volunteers who go on bus trips throughout the year; and a Community Service Group, with over 25 active members, was formed to work on projects for the community and surrounding towns. Projects undertaken were: making sandwiches for the homeless, baking for homebound seniors, adopting a family and more.

Andrea Cofrancesco  
Adult and Senior Services Coordinator

The **YOUTH AND FAMILY SERVICES DIVISION** provides services and programs for youth and families of South Windsor. These services include crisis intervention, short term counseling and referral services, juvenile justice programs, parent education and support, prevention initiatives and positive youth development programs.

#### 2011-2012 Statistics

- **1,899** youth participated in our positive youth development programs
- **427** youth attended the Teen Center
- **63** individuals received counseling services
- **394** individuals received parent education/parent support services

In 2011, South Windsor Youth and Family Services successfully secured **\$ 42,568 in Federal, State and Local Grants PLUS, \$10,650 in DONATIONS and FUND RAISING EFFORTS**

- **\$22,574** State of CT. Department of Education, Youth Service Bureau Grant
- **\$6,250** State of CT. Department of Education, YSB Enhancement Grant
- **\$4,999** SAMHSA, Drug-Free Communities Grant. (3 year funding)
- **\$4,245** State of CT. Department of Mental Health & Addiction Services, LPC Grant
- **\$3,000** SAMHSA, Stop Act Grant ( 3 year funding)
- **\$1,500** Savings Bank of Manchester, Rising Stars Grant

#### **SWAN – South Windsor And Neighbors Parent Education and Support** <https://swan.southwindsor.org>

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.



Youth and Family Services offers a myriad of parenting workshops, programs and support groups to meet the complex and varied needs of parents today. *Ginny Molleur is our SWAN Parent Education and Support Coordinator.*

#### **SWAN Programs and Groups:**

- **Grandparents Raising Grandchildren Support Group**
- **ADHD Support Group**
- **Co-Parenting Support Group**
- **Lively Learning** – strategies for infusing homework and fun

## Department of Human Services

- **1,2,3 Magic** – discipline program for young children
- **Mother-Daughter Circle** – exploring, encouraging and inspiring the bond between mothers and daughters
- **Brain Balance** – holistic program for parents of children struggling with ADHD, Asperger's, Dyslexia and other neurobiological disorders
- **Living with Teens and Tweens**
- **Stepfamily / Blended Family Living**
- **Kids with Incredible Potential** – support and education for parents of children with ADHD
- **Mind Patterns at Play** – asset focused approach to understanding differences in the way we think, learn and communicate
- **ADD Tips for an Organized Life**
- **Future Planning for Special Needs Children**
- **Women At Work** – empowerment group for working mothers

### 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 youth from Timothy Edwards Middle School and South Windsor High School. The Teen Center is open Monday through Thursday from 2:00 p.m. to 5:00 p.m. for high school students and Friday and Saturday evenings from 6:00 p.m. to 9:30 p.m. for middle school students. Activities include billiards, foosball, air hockey, arcade games, guitar hero, rock band, dance machine, themed activities, snacks and lounge area. Additionally, youth have an opportunity to become involved in the Teen



Center Youth Council which provided opportunities for youth leadership and community service. This group of young adults puts in an average of 1,000 hours of community service per year. Some of the many on-going projects are: Peter's Retreat in Hartford, which is an AIDS Residential Facility, the Cornerstone Soup Kitchen in Rockville, Enfield Loaves and Fishes, and many, many inter-generational activities with our senior citizens in Town. They also volunteer for civic groups in Town when they are called upon. They are a dedicated group of kids that the Teen Center is very proud of. *JoAnn Ciccaglione is our Teen Center Program Coordinator.*

### Rising S.T.A.R.S. (South Windsor Teens Assisting, Respecting, Sharing)

For the 7<sup>th</sup> year, we were very fortunate to secure a grant from the Savings Bank of Manchester Charitable Foundation to facilitate our Rising Stars summer community service program. The program provided 61 high school and middle school aged youth with a structured and enriching community service experience. This year the kids helped our Public Works Department with maintaining the Boundless Playground, spreading mulch and pulling weeds around Town buildings, spreading rock dust on the trails at Nevers Park and washing Town trucks at the garage. They also work one day a week on Varney Farm in South Windsor, which grows vegetables exclusively for Foodshare. They helped the Historical Society with the School House on Ellington Road, where they weeded, cut branches, and painted. They also volunteered at the South Windsor Chamber of Commerce's annual golf tournament. Each

## Department of Human Services



group had an opportunity to participate in teambuilding games and initiatives at the South Windsor Teambuilding and Leadership Center Ropes Course.

**The Teen Center celebrated its 24<sup>th</sup> year!**

### 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. We also provide support to the School CHOICE students from Hartford, who attend Timothy Edwards Middle School. *Kathy Reed is our School Outreach Specialist.*

The **Jump Start Tutoring Program** continues to be tremendously successful program. SW High School students come to TEMS after school every Wednesday for two hours, to help the younger students with homework and studying. This Fiscal Year, 96 South Windsor High School and Middle School students participated in the program!

**The South Windsor Mentoring Program** is a partnership between Youth and Family Services, the South Windsor Board of Education, and the Chamber of Commerce. The South Windsor Mentoring Program matches adults from local businesses and the community with students at Timothy Edwards Middle School. This Fiscal Year, 21 students participated in the program.

### **SADD - Students Against Destructive Decisions**

SADD is co-advised by Dr. Mike Bombara of South Windsor High School and Kathy Reed, Youth and Family Services' School Outreach Specialist. The group was very busy this year with several great projects. SADD completed a seatbelt check at the high school, organized "Sock it to the Cold" and collected 350 pairs of socks for local shelters, attended a program at St. Francis Hospital called "Let's Not Meet by Accident", which is a powerful, comprehensive, educational program designed to encourage teens to make healthy decisions in risky situations, attended a state-wide PAWS (Peers Are Wonderful Support) youth leadership conference, lead an anti-tobacco forum for 6th grade students at Timothy Edwards Middle School, and put lawn signs around Town congratulating graduates and reminding them to "celebrate sober". SADD's activities are completely grant-funded.

### **Annual Smoking Prevention Week at Timothy Edwards Middle School**

All sixth graders participated in a variety of activities during the week. A poster contest, sponsored by SWAFF, was held and students were asked to create a poster with an anti-smoking message. Posters were judged and awards were handed out to the top 3 posters in each team. Rick Stoddard, a speaker who travels the country promoting anti-tobacco programs, presented his program "The Burning Truth" on Thursday afternoon. This presentation was a powerful reminder about the dangers of smoking. The week ended with a Friday morning activity for students. Members of S.W.H.S. Students Against Destructive Decisions (SADD), SRO Officer Lopez, Haley from ERASE, and Kathy Reed from Youth and Family Services presented more information and a trivia game to review all the information the students had learned during the course of the week. This program is completely grant-funded.

### **Youth Counseling & Positive Youth Development Programming**

**Bereavement Support for Teens** – ongoing group at SWHS

## Department of Human Services

**Moving On Up** – a transitional group for girls entering 6<sup>th</sup> grade

**Funtastic Fridays, Building Bonds & Friendship Circle** – social skill development groups for ages 8-12

**Changing Families** – support for teens in transitional living/family situations

**N-O-T Smoking Cessation Group**

*Eileen Adler is our Youth and Family Counselor*

**8<sup>th</sup> annual Grandparent & Grandchild Pancake Breakfast and BINGO.** 153 Grandparents and Grandkids attended this year. Proceeds from this event support Youth and Family Services' Boundless Family Care Fund, supporting families in boundless ways with reasonable financial assistance.

### **Bundles of LOVE Baby Item Collection was a HUGE success!**

South Windsor Police Services and Youth and Family Services collected 87 boxes of diapers, 76 packages of baby wipes, and 40 crates filled with all the things babies need: powder, shampoo, lotion, diaper cream, food, etc. We also received baby clothes, receiving blankets, toys, diaper bags, AND nearly **\$500 in cash donations!** The program could not have been so successful without the support of **Stop & Shop** on Ellington Road and **Geisslers Supermarket** on Sullivan Avenue who allowed us to collect items and donations at their stores on February 11<sup>th</sup>. All of these items were equally distributed to The Network Against Domestic Abuse Women's Shelter, KIDSAFE CT and 1st Way Life Center. These folks were absolutely astounded by the



generosity of South Windsor residents. It was a very proud and heartwarming day for those closely involved in the project.

### **1<sup>st</sup> Ever South Windsor Summer Youth Police Academy**

A week long, co-ed, exploratory summer program for youth ages 12-16. This was a collaborative program between South Windsor Police Department and South Windsor Youth and Family Services, designed to teach young people about the many facets of the law and police work, how to be a good citizen and gain leadership skills that can be used in school and in the community. Highlights of the week included a demonstration by South Windsor K-9 Officer "Bobby", a SWAT Team equipment demo, a "guess which gun is real" quiz, an eye-opening and powerful discussion with two ex-gang members from "Power Up" and a real life look at what prison is like from a 20 year veteran of the corrections system. The program was financially supported by a grant from Youth and Family Services.

**The South Windsor Juvenile Review Board** is a Juvenile Court diversion program. The JRB has representation from Youth and Family Services, South Windsor Police Services, South Windsor Fire Marshal's Office, Timothy Edwards Middle School, South Windsor High School and Rockville Juvenile Court Office of Probation. This year the JRB reviewed 15 juvenile cases which otherwise would have been referred to Juvenile Court. Youth who come through the JRB can be required to complete community service hours, write an essay on their choices and consequences, write a letter of apology or attend counseling sessions. Parent education and support are also made available to parents.

### **South Windsor Alliance For Families, "Healthy Families = Healthy Community"**

Our mission is to encourage positive development of South Windsor's youth and families through assessing needs, developing solutions to those needs and coordinating programs and activities the promote a healthy, substance-free lifestyle. For details about SWAFF as well as substance

## Department of Human Services



abuse prevention information for parents, please log on to [www.southwindsor.org/SWAFF](http://www.southwindsor.org/SWAFF)

This year SWAFF hosted a parent presentation on “**Adolescent Brain Development and How to Talk to Your Child about Alcohol**” by Certified School Counselor and Professional Counselor Chris Brown. Parents learned how adolescent behavior is directly related to stages of brain development and how risky choices during adolescence, such as drinking alcohol, actually causes damage to the developing brain. The presentation was supported by Timothy Edwards Middle School, TEMS School PTO and the South Windsor Police Department.

SWAFF and Youth and Family Services staff provided bag checks and parking lot escorts during South Windsor High School’s annual **Operation Graduation**, helping to ensure that all graduates had a safe and substance-free evening.

On April 24<sup>th</sup> and 25<sup>th</sup> SW High School hosted **Broken Dreams 2012** for the entire Junior and Senior classes. The program is an extremely successful endeavor whereby students are exposed to the tragic consequences of driving under the influence, distracted driving and poor decision making. A committee of three, Joann Moriarty (Y&FS Coordinator), Officer Charlie Bowes (SWHS SRO) and Tiffany Violette (SWHS Associate Principal) spent six months planning every facet the program which includes a professionally produced video that is completely scripted and acted by SWHS students. Additionally, on April 24 volunteers from SW Fire walked into 50 students’ classrooms, read their obituaries and removed them from class. These 50 students then became “Living Dead” and were not permitted to talk for the remainder of the school day. They were then brought on an overnight retreat at Camp Hazen in Chester, CT. There the students participated in group games provided by SW Parks and Recreation Department, wrote “goodbye” letters to their parents, viewed a documentary on drunk driving and spent the *entire* night talking, sharing and

bonding. The students were returned to school the next morning for the viewing of the Broken Dreams video as well as a mock memorial service with guest speakers, Larry Gorman and Chris Heck of SW Fire. This event is a huge collaborative effort between Youth and Family Services, South Windsor High School, South Windsor Police Services, Fire Services, Ambulance Services, SW Rotary Club, SW Interact Club Students, SW Junior Women’s Club, Samsel & Carmon Funeral Home and several local businesses. The program is made possible by extensive fundraising efforts by the Interact Club Students a donation from the South Windsor Rotary Club and grant funds from SW Youth & Family Services.

Joann Moriarty  
Coordinator, Youth and Family Services

## Human Relations Commission

Charles Margolis  
Chairperson

The South Windsor Human Relations Commission continued its mission of providing education and promoting positive personal and community relations on behalf of our Town. This was accomplished by offering several learning opportunities and events.

**Senior Seminar:** The HRC participated in a Senior Seminar, presented at the Town Hall. This event shared the results of a survey initiated by Dr. Saud Anwar of the needs and wishes of our senior residents. It was well attended and participation was excellent.

**Generations:** Generations is a program which involves students as one-on-one computer/technology tutors for senior citizens. It was conceived and directed by Dr. Saud Anwar and Charles Margolis. The response to this program has been exceptional. Using the Senior Center and the Library, seniors have received hours of personalized instruction. There remains a demand for the program.

**HRC Photo Contest:** The Human Relations Commission sponsored a photography competition for residents of South Windsor, called *Portraits of South Windsor*. Prizes will be awarded in various categories and all entries will be exhibited at the library.

**“What Every Parent Needs to Know about Bullying:”** The HRC sponsored a seminar about bullying and cyber bullying for parents. Presenters were Dr. Bill Howe, State Department of Education and Michelle Pincince, Anti-Defamation League. Following their presentations, a panel discussion with Dr. Howe, Ms. Pincince, Dr. Anwar and Emma Richardson, a student at South Windsor High School, discussed the topic. The program was taped for broadcast on Community Access Television.

**Additional Activities:** The Human Relations Commission investigated a human rights allegation made by a group of workers employed in South Windsor.

The Human Relations Commission supported and contributed to South Windsor Voices II, a book of short stories and poems written by residents and former residents of the Town.



### HRC Members

Charles Margolis, Chair  
Dr. Saud Anwar, Council Liaison  
Nilofer Haider  
Shirley Leach  
Karen Patterson  
Carolyn Carey  
Linda Jeski

## Town Library

Mary J. Etter  
Library Director

2011-12 was a year of extraordinary events and unexpected opportunities to witness the spirit of South Windsor's wonderful community. The Library's activities were substantial: our collection reached 143,511 items, with a circulation of 289,557. 11,999 borrowers used our local resources as well as those we were able to obtain from other libraries across the country, resulting in interlibrary loans of 9,482. We answered 14,666 reference questions, processed an additional 10,669 requests for materials from other libraries, and welcomed 223,867 visits by library users. 507 library programs brought 9,012 participants to the library, and nearly 200 outreach visits to nursery schools, daycare centers, and town events added to our presence in the community.

The Friends of the Library continued their wonderful efforts. Weekly book sales and bus trips to Tanglewood and Goodspeed supported the Dictionary Project (giving dictionaries to all South Windsor 3<sup>rd</sup> graders), three scholarships for high school seniors, and buses for library visits for all of the town's kindergarten students. The Friends continued to support the Newspapers in Education program, our museum passes, *South Windsor Voices*, and all types of library programming. Donations to the book sale were adequate to allow gifts of books to The Reading Room, a project supporting literacy efforts in Haiti founded by South Windsor residents Paul and Elizabeth Wicks.

The Library hosted interns from the Simmons



Graduate School of Library and Information Science and UCONN's Master Gardener program. Through the generosity of Ethel Fried, former gardening columnist for *The Journal Inquirer*, we added a substantial collection of books on horticulture that will be expanded in years to come.

Our *WinterPops!* concert series featured the Ross Novgrad Trio, The White Eyed Lizard Band, and Tom Callinan, whose program "Brother Against Brother" featured songs from the American Civil War and was one of several programs and exhibits commemorating the sesquicentennial of the conflict. Other Civil War programs featured State Archaeologist Nick Bellantoni and CCSU Professor Matt Warshauer. Many authors visited other library programs during the year, including mystery writers Janice Law, Rosemary Harris, and Jan Brogan; Amy Traverso and Edie Clark of *Yankee Magazine*; and Connecticut authors Tom Ratliffe, Carole Shmurak, Jane Stern, and Katharine Weber. Tom Middleton brought his thought-provoking look at the role of Reservists in military conflict, while Chris Lemmon shared his warm memoir of his father Jack. We were treated to book reviews by Diane Carroll, Janice Favreau, Kory Loucks, Karen Patterson, and Gary Pitcock at our annual *Pick of the Crop* evening and reviews by Dr. Ken Feder, Barbara Tolve Silver and Dr. Cheryl Greenburg at *Booked for Lunch* events. Our Summer Reading Program for Adults featured

## Town Library

*Mary J. Etter*  
Library Director



books and films with *Novel Destinations*, while participants in the children's Summer Reading Program looked at *One World; Many Stories*. The Library sponsored four book discussion groups and provided services to many home-based discussion groups in the area.

Once again, we cooperated with local groups to present special programming. The South Windsor Historical Society, Human Relations Commission, Chamber of Commerce, and Human Services Department are longtime partners, as are the Down to Earth Garden Club and South Windsor Cultural Arts. South Windsor Rotary sponsored book discussion programs involving Library staff and members of the school system's PEP program, and we offered programs in support of the Town's Spelling Bee. The South Windsor Public Schools presented their 34<sup>th</sup> Annual Scholastic Art Exhibition at the Library in the spring.

Our planned activities paled beside the significance of unexpected events. Sadly, the Library lost two longtime staff members, Ann Gilson and Doreen Weir, during the year. Memorials are planned.

And then there was The Storm. During the week following Alfred's fury, nearly 11,000 people visited the Library, many for very significant periods of time while their homes had no power. Friends of the Library provided

tea, coffee, and hot chocolate; the building itself provided hours and hours of charging time for electronics, and Library staff assisted patrons looking for word of loved ones, job and school news, and information about the restoration of vital resources. The week held important dates for tax filings and college applications, adding an air of urgency to a very uncertain time, and staff set aside the problems of their own households for extra hours each day as they worked with those seeking help here. Through it all, the sense of community shone through, and we are still meeting people who stop to thank us for the warmth they found here. We were glad to be a part of South Windsor's positive response to a major challenge.



# Parks & Recreation Department

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

**"Caring for South Windsor's  
Growing Needs"**  
Parks Division

**"Feel Great – Recreate!"**  
Recreation Division

*"Discover the Benefits!"*



**SOUTH WINDSOR  
Parks & Recreation**

**PHONE NUMBER:  
860-648-6355**

**HOTLINE:  
860-648-6349**

**FAX:  
860-648-5048**

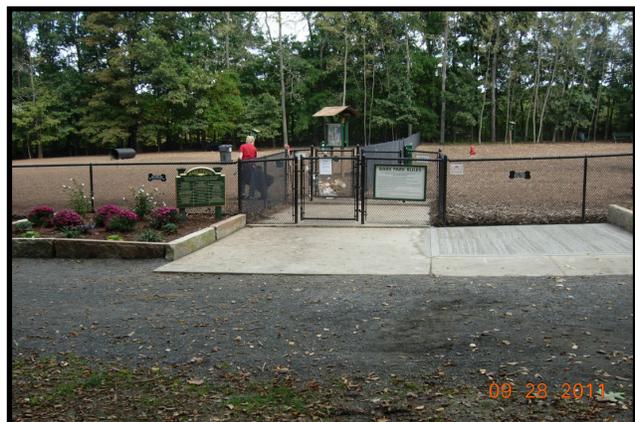
**[www.recreation.southwindsor.org](http://www.recreation.southwindsor.org)**

Fiscal Year 2011-2012 was our second year as the newly re-structured Parks & Recreation Department, and as such we continued our efforts to better connect the programming component and the care and control of the park maintenance operation with the ultimate goal of providing enhanced customer service. In addition to the 280+ recreation programs 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 people, parks and programs!

The following is a recap of our second Fiscal Year of joint operations, and again - what a year it was!

Once again we survived a most trying relationship with Mother Nature as we battled two significant storms – Tropical Storm Irene August 28<sup>th</sup> and winter Storm Alfred October 29<sup>th</sup>. Both weather incidents required pre-storm preparations, during storm emergency response and post storm damage assessment, serious tree work and debris clean up monopolizing much of the parks crew time and effort, while programming modifications and assisting with the public shelter demanded recreation division staff energy. Some highlights of our accomplishments that exemplify our renewed commitment to Parks and Recreation to benefit our residents are outlined below. We hope you have seen or experienced and appreciate at least one of a number of changes or improvements to *your* Parks & Recreation operation over the past year.

- We enhanced the accessibility of the entrance to the Bark Park pouring concrete pads, installing a park bench and beautifying the planting beds.
- "Billboard" concept posters were designed and installed on existing equipment at My Friend's Place to market the swimming season at Veterans Memorial Park.
- We landscaped the exposed perimeter of the newly constructed Indoor Batting facility on time for the ribbon cutting ceremony and grand opening in April, completely refreshed the landscaping at the Police Department, and



**Improvements to Bark Park entrance**

## Parks & Recreation Department

removed all of the trees overgrowing into the tennis court fencing at Timothy Edwards Middle School, grading and seeding for a cleaner, safer look.

- With our user friendly website in full gear, on-line registrations broke the 50% mark for the very first time!
- We transformed the Little League field at Orchard Hill School to a skinned infield softball field, and completely renovated the infield of the major A field at the Little League complex.
- We continued with our “Employee + Equipment = Efficiency” initiative focusing on combining staff skills and strengths with the right equipment to get the job done better and faster. A new Toro 5900 gang mower was added to our fleet to increase the speed and quality of the mowing capabilities at our large grass areas.
- We added “Challenger Basketball” for young athletes with disabilities in the grades 2 to 5 who were paired up with an able-bodied “buddy” from the high school basketball program.
- At our major parks - Rye Street, Nevers, and VMP – we “pruned up” hundreds of trees to improve pedestrian passage and visibility as part of an environmental security recommendation presented to us by Police Chief Reed.
- We are extremely proud to announce that all three of our summer-long day camp operations – Adventure Unit (ages 12-15),



**Beautified interior retaining wall at Veterans Memorial Park**



**Attractive new entrance sign for VMP**

Camp Discovery (ages 5-12), and Little Explorers (ages 3-5) – were booked to capacity for the entire summer, with over 40, 170 and 40 campers weekly in each camp respectively.

- During the school February vacation week, the parks crew completely refurbished the all-purpose room 214 at the Community Center, stripping wallpaper, patching sheetrock, and applying textured primer paint and two coats of color to the walls, giving the room a warm and welcoming brilliance.
- Back by popular demand, we ran our second Pooch Plunge allowing your canine companions an opportunity to enjoy the refreshing waters at VMP the day after closing to the general public.
- Two beautification efforts at Veterans Memorial Park were completed – an attractive new entrance sign and the re-surfaced interior retaining wall including a water fall giving the previously sterile area a touch of elegance.
- Thanks to a gracious donation by the South Windsor Rotary Club, the Rotary Pavilion received yet another major addition – three automatic drop down panels on the south side to protect users from the wind and rain and a custom chandelier that now hangs from the center ceiling to increase lighting and usability beyond daylight.
- We aggressively began and completed blazing the trails and clearing the southern banks of the pond at the Lawrence Road Park site. We will continue to work on development of this park in between our regular seasonal project work and as winter weather permits.

## Parks & Recreation Department

- We have assisted the South Windsor Walk & Wheel Ways sub-committee of the Park & Recreation Commission in their quest for “Bicycle Friendly Community” designation, implementing their bike rack deployment program throughout town, and partnered with them and the Open Space Task Force to pull off massive trail clean up and boardwalk repairs at the Donnelly Preserve in time for celebration of CT Trails Day in June.
- The 4<sup>th</sup> R Before & After School program enrollment was down about 3% with a monthly average of 178 pupils per month. Previous years’ monthly averages were: 184 in 2010-2011 ; 179 in 2009-2010 ; 138 in 2008-2009 ; and 120 in 2007-2008.
- Installed new entrance gates at Rye Street Park, Nevers Park Rotary Pavilion, and Veterans Memorial Park to allow us to close off areas as needed for service.
- Also offered the following new recreational programs: Bobcat Basketball Academy for Girls; Future Stars Cheerleading Camp; Bobcat Volleyball Academy; Let’s Gogh Art Camps; Baseball Training Camp; Fencing; Introduction to Rowing; Junior Scientist Fun Club; Geocaching.
- Certified six members of the parks crew as CPO’s (Certified Pool Operators ) to provide them with the necessary knowledge and skills to assume daily responsibility for water quality at VMP, previously provided by Pollution Control staff who are no longer able to do so with new Treatment Plant responsibilities.
- Completed aggressive clearing of overgrown wood line at the Little League complex.
- Re-set the washed out foot bridge behind Philip R. Smith School, reinforcing the banks of the brook and repairing as necessary.

We fully intend to maintain this momentum, and as such, we will focus on the following major initiatives and goals on for the 2012-2013 Fiscal Year:

- Maintain affordable recreational opportunities for all ages during tough economic times.
- Continue to address tennis courts in disrepair at the Ayers Road complex and Rye Street Park.



**3<sup>rd</sup> Annual Skate with Santa Event**

- Continue investigating and implementing enhancements to Veterans Memorial Park to add value to annual pass holders and to attract new visitors. The new snack shack and extending the swim season by opening Memorial Day weekend are two recent examples, with new water features and entrance ramp hand rails hopeful for 2012-2013!
- 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 – with Major A at the Little League complex and the softball field at Orchard Hill School complete, we will look towards Major B, and Minor A at the complex next year.
  - \* Begin installation of in-ground irrigation at the Nevers Park soccer/lacrosse fields.
  - \* Continue our “Employee + Equipment = Efficiency” initiative with replacement over-seeder and aerator, and adding a second zero-turn ride on mower with bagging system and a combination sander/top-dresser truck mount unit.
- Continue to whittle away at the Lawrence Road Park development and fence line clearing.
- Begin creating an Open Space Management Plan

Our ultimate on-going purpose is to attract more participants, keep public recreation affordable, increase enrollment, provide better customer service, maintain revenue to support our Special

## *Parks & Recreation Department*

Revenue Recreation Fund, and provide 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); Safe Routes to School initiative, Day Camp inclusion and Operation Graduation (with the Board of Education); Parks & Recreation facility maintenance

(with the Rising Stars Volunteer program through Youth Services and the Friends of Bark Park); administration of the South Windsor Sports Council & 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 Rye Street Park (with the Patriotic Commission & VFW); Fall Family Fest (with South Windsor Junior Women's Club) 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 commission 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 progress with the Town Council adopted Master Plan of Development for Parks and Recreation facilities, and working to enhance the culture of youth sports in Town by presenting expert guest presenters to educate the



**41<sup>st</sup> Annual Egg Hunt**

public. 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, sub-division to sub-division, neighborhoods to parks, etc) via bike routes and walking trails. The Commission also established a second special Sub-Committee called the "South Windsor Food Alliance" chaired by Andy Paterna. This new Committee will focus on supporting locally grown healthy foods and conservation efforts in town. Both short term and long term development goals are now outlined in a completed Master

Plan incorporated in the commissions' over all ten-year Master Plan 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 and are 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. Those local individuals wishing to take a more active role are encouraged to submit for consideration to serve on our Parks & Recreation Oversight & Advisory Community Team (P.R.O.A.C.T). This small group began meeting in February 2008 and convenes two or three times per year to assist the Department in evaluating our programs and services for quality, safety, content and effectiveness.

We invite you to "discover the benefits" with "your" Parks & Recreation Department in Fiscal Year 2012-2013!

# *Parks & Recreation Department*

## *PARKS & RECREATION AREAS*

**Linear Park:** Located at the end of Vibert Road on the banks of the Connecticut River, this 1,500 foot long section of shoreline was created by the granting of easements by local landowners and adjoins 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 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, 1.75 miles of trails connecting the main entrance to the east on Sullivan Avenue 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!

**Nevers Park:** 137 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+ miles of hiking trails; softball area; 2 baseball fields (1, Rotary Field, with lights and a press box/concession/restroom facility); 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, 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.

**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.

**Rye Street Park:** 161.5 acres located on Rye Street. Facilities include: 2 softball fields (1 with lights), playground; picnic areas; 4 tennis courts; basketball court; 2 intermediate soccer fields; 1 regulation soccer field; 2 combination lacrosse/football field (1 with lights), a concession/storage/restroom facility and parking for 126 vehicles.

**Veterans Memorial Park:** 16.3 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; grills; a brand new concession stand providing a variety of beverages and snacks; ample restrooms; drinking fountains; showers; basketball court and open play field. Ample public parking.

**Wapping Park:** 180 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 and Recreation Commission

*Alan Larson*  
Chairperson



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.

The Commission works to develop new projects as we keep 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
- Increase awareness of personal health and wellness through recreational activities

As we work to achieve these goals we have accomplished the following in Fiscal Year **2011-2012**:

1. Continued to revise the Recreation Master Plan adopted by the Town Council.
2. Continued working with the merged Parks and Recreation Departments to better serve the town.
3. Completed the initial clearing of Lawrence Road Park using a combination of in house labor and equipment and local contractors. A significant portion of land for trails and pond access was cleared during the year.
4. The PARC sponsored the establishment of a new sub-committee, the South Windsor Food Alliance, to support supporting local farms and healthy eating. Members have held bi-weekly meetings and many initiatives have begun and are being planned.
5. The "South Windsor Walk & Wheel Ways" had a very successful year with South



**Grand Opening of the New Indoor Batting Facility by Rotary Baseball Field, PARC Chair, Al Larson presents appreciation plaque to former mayor John Pelkey & Craig Zimmerman**

Windsor being recognized with a Bronze Award from the League of American Bicyclists, only the second town in Connecticut to be named a bicycle friendly community.

- A. Two members were assigned to the Town Council "Sidewalk & Bikeway Task Force"
  - B. Brought in guest speaker Teddy Herrera to present his "One Pedal at a Time" motivational talk as part of his "Across America for Childhood Obesity" campaign.
  - C. Accomplished official designation of the Scantic River as a Greenway
6. Working with the South Windsor Lacrosse Group, installed a lacrosse/tennis practice wall at two of the tennis courts at Rye Street Park.
  7. Supported both the indoor batting facility at Rotary Baseball Field and the covered batting cage at the Little League Complex.
  8. Several projects in the Capital Projects budget were approved by the Town Council to proceed including a new skate park, water play features and hand rails at Veterans Memorial Park, safety fencing at My Friends Place, tennis court repairs at Rye St. Park and several neighborhood connector paths.

Commission projects on the horizon include: continued expansion of Walking/Biking Trails in town parks and neighborhoods; additional parking area at Rye St. Park, Disc Golf, and purchase of a Cricket Pitch. We welcome any ideas for new programs.

The Park and Recreation Commission is an appointed body of ten regular members (revised March, 2012 from 9 members) and two alternates. The Commission advises the Town Council on the active and passive recreational needs for the town. Regular meetings are held in the Sprenkel Room in Town Hall at 7:30pm on the second Wednesday of every month. We welcome your participation.

## Planning Department

*Michele R. Lipe*  
Town Planner

During Fiscal Year 2011-2012, the state of the economy continued to be reflected in lower levels of building and economic development activity around South Windsor, particularly as it relates to residential development. Much of the remaining residential land in South Windsor has environmental constraints and is less conducive for larger subdivisions. There was, however, a recent approval for a new condominium complex, Nutmeg Village, which includes 155 residential units with an entrance from Pleasant Valley Road. Also included in the plans is an industrial subdivision creating six industrial building lots along South Satellite Road.

In the past year we saw ongoing construction for a medical office building for Hartford Hospital and the Fed-Ex distribution facility both on Sullivan Avenue. Other commercial projects that completed construction included additions for Old Dominion Freight on Strong Road. Other approvals included Buckland Commons LLC for two commercial buildings, a 2,000 sf bank which is currently under construction and a 17,232 sf office/retail building at 350 Buckland Road. Capitol Region Education Council (CREC) International Magnet Elementary School had a 60,000 sf elementary school approved at 621 Chapel Road with anticipated start of construction later this summer. The Tyler Regional Animal Care Shelter was approved for the vacated Firehouse #3, 124 Sullivan Avenue, with an anticipated early winter opening.

A Sub-Committee of the Planning and Zoning Commission worked with the EDC, Chamber of Commerce and other interested parties to amend the zoning requirements to facilitate the construction of apartments in the Buckland Road Gateway Development Zone. These changes were made to help mitigate current financial constraints that might slow progress. We hope to see construction the spring of 2013.

The CT Studios project - a mixed-use development that will be constructed on the north side of Ellington Road, east side of Route 5 received additional approvals for changes to the approved site plan as well as approval of a master

plan for the entire parcel. The plan still includes the development of four sound stage buildings with two sound stages in each building, plus a mill and post-production facility, with a second phase to include a mix of retail, restaurants, office space and a hotel.

Open space preservation continues to be a high priority in South Windsor. The Planning Department assists the Open Space Task Force by providing staff support for monthly meetings, and coordination with public events. Our department continues to work with youth and civic organizations that are willing to provide volunteer services at local parks and preserves.

Staff developed and created new walking trails at Wapping Park with the able and enthusiastic assistance of the four Boy Scout troops in Town. The Environmental Planner worked with four Eagle Scout candidates who installed various components of the Town's trail system including building 120 feet of raised boardwalk at the Major Michael Donnelly Land Preserve and 60 feet of raised boardwalk at Wapping Park. An "Open House" was held at the Major Michael Donnelly Land Preserve this past June on "CT Trails Day" and the public was invited to enjoy the new loop that was built in the trail system. Over 200 attendees from the public came to enjoy the day. We encourage citizens to contact us for volunteer opportunities.

The Planning Department also continues to be involved in internal and external projects of community-wide interest. Our Department is integrally involved with the Town's Geographic Information System (GIS) planning efforts, continuing to work on linking Town records from many departments into one easy-to-use database and map system. We worked with the Health Department to develop application strategies for mosquito control. Town staff applied larvicide in areas adjoining Town recreational facilities to reduce costs and improve mosquito population control.

In addition, this Department provides a representative to the Capitol Region Council of

## *Planning Department*

Governments Transportation and Pedestrian/Bikeway committees. Staff continues to be involved in local pedestrian/bikeway efforts, including a Safe Routes to School (SR2S) program. The grant money awarded by the Federal Government for two elementary schools, Orchard Hill and Eli Terry, has resulted in projects for safety improvements including crosswalks, sidewalks, pathways, handicap ramps and signage. The bids have been solicited for the work in and around the Orchard Hill campus with plans for a fall construction. Design work is still underway for improvements at Eli Terry Elementary School.

# Planning and Zoning Commission

*Patrick Kennedy*  
Chairperson

South Windsor proved to be an economically buoyant community in Fiscal Year 2011-2012. There was a small increase in the number of Planning and Zoning applications from the prior two years despite the climate of global and national recession. Statistically, application numbers have leveled off after dropping approximately one quarter as a result of the economic bubble bursting in 2008.

The Capitol Region Education Council (CREC) International Magnet Elementary School at 621 Chapel Road began the year by successfully changing a zoning amendment to pave the way for their site plan, special exception and subdivision applications. This school will assuredly increase South Windsor's scholastic landscape in the coming years.

Town Square at Evergreen Walk received approval for site plan changes in the residential and commercial components of this successful retail development. Using the same square footage that was previously approved by the Commission in 2007, the plan has been modified for the stand alone residential buildings which will no longer have commercial on the first floor of any of the high end rental residential buildings. Office and commercial areas were shifted by adding offices and moving the hotel to Town Square. Phasing of the residential and hotel aspects of the development has been altered to accommodate any current financial constraints that might slow progress of proposed 2013 construction start dates.

A zone change on Pleasant Valley Road will allow for a new 155 residential condominium community which will be called 'Nutmeg Village' along with a resubdivision to create six industrial building lots at Pleasant Valley and Nutmeg Roads.

Buckland Commons LLC received site plan approval for two commercial buildings, a 2,000 sf bank and 17,232 sf office/retail building, at 350 Buckland Road in the Buckland Road Gateway Development zone.

Fiscal Year 2011-2012 also included site plan approval for a new 12,000 sf industrial building at 66 Kimberly Drive to house 'Metals Testing' and a 4,000 sf building for 'A A Landscaping' at 223 Nutmeg Road South. A new use for the vacated Firehouse #3 at 124 Sullivan Ave, 'Tyler Regional Animal Care Shelter', was approved through Special Exception.

A variety of recreational facilities were added to South Windsor including 'Duffer's Indoor Golf' at 21 Jeffrey Drive and 'Nomad's II' at 60 Bidwell Road which includes a new bowling facility.

Two year Temporary and Conditional permits were granted to 'Dynamic Fitness Facility', a personal fitness studio at 1257 John Fitch Boulevard and 'Synergy LLC', a personal training studio at 628 Foster Street. A new training facility, 'CrossFit BrickYard' also received Site Plan and Special Exception approval reutilizing an existing site on John Fitch Boulevard.

Creation of a new Travel Service, "TS", zone was approved as a zoning amendment by the Commission to make way for future vehicle refueling stations, convenience stores, and other retail, restaurants, hotels, motels and offices at signalized intersections on Route 5. With an emphasis on exemplary building and site aesthetics, review by the Commission's subcommittee, the Architectural Design Review Committee, is required as part of the approval process as it is for most new development in South Windsor.

This summary highlights some of the applications which came before the Planning and Zoning Commission over the Fiscal Year. The Commission continues its work with Planimetrics, an Avon based land use planning and consulting firm, on the update of South Windsor's Plan of Conservation and Development. The Commission hopes to complete this update over the next Fiscal Year.

## *Inland Wetlands Agency/Conservation Commission*

*Elizabeth Warren*  
Chairperson

During Fiscal Year 2011-2012, the Commission received sixteen applications which were approved with various conditions.

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. Jeff Folger has taken on caretaker duties. 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

Town completed a USDA Wildlife Habitat Incentive Program Grant to maintain meadow habitat at the Wapping Park by mowing early successional shrubs with the assistance of the Parks and Recreation Department.

The Conservation Commission produces and updates a series of educational brochures on the Frank Neiderwerfer Wildlife Sanctuary, The Major Michael Donnelly Preserve and Wapping Park which are available in the Planning Department, the Town Clerk's Office and at the Sanctuary. Eagle Scout applicants assisted the Commission by continuing to develop the trail system at Wapping Park, and upgrading trail structures at the Major Michael Donnelly Preserve. Four Eagle Scout candidates completed projects to enhance access to our open space properties

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.

## *Agricultural Land Preservation Advisory Commission*

*Elizabeth Warren*  
Chairperson

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), Priest Farm (Sullivan Avenue), the Willard-

Waldron-Kelley Property (Wapping Park), the Mitchell Property (Sullivan Avenue and West Road), and a portion of the Foster Farm property.

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.

## Zoning Board of Appeals

*Thomas Berstene*  
Chairperson

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 past year saw the addition of several new commissioners, and the Town Attorney conducted a training session to familiarize them with the responsibilities and regulations governing the Zoning Board of Appeals.

This year, the Board granted six variances to commercial applicants. One variance was to allow parking twenty feet from the front property line. One variance was to allow circulation seventeen feet from the front property line. Two variances were to allow an enclosed corridor built to connect two buildings. One variance was to allow a financial institution thirty-seven feet from the front property line. One variance was to allow circulation ten feet from the front property line. The Board denied one variance request to allow commercial signage to be eighty-two square feet in size and twenty-five feet in height.

Eight area variances were granted for residential properties. Three variances were for sheds, one variance was for a second bay addition to an existing garage, one variance was for an addition to a non-conforming structure, one variance was to allow an enclosed front porch on a non-conforming structure, one variance was for modification of a previous variance to allow a second story on the existing garage and one variance was to allow a structure twenty-nine feet from the front property line. The Board denied without prejudice one variance request to allow a second story addition to an existing garage. One variance request was denied regarding placement of a mobile home.

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

## Building Department

*Christopher J. Dougan*  
Chief Building Official

The Building Department enforces the State Building Codes and ensures that properties are safe for residents and business owners of South Windsor. The Building Department is also responsible for enforcing the Demolition Code and maintaining the appearance and integrity of structures and properties pursuant to the Town Anti-Blight Ordinance.

In addition to the issuance of building permits, this Department works to create an environment conducive to quality construction and development. We strive to make the permit application process friendly, educational and provide the best advice and inspection service possible.

Our Building Officials are licensed by the State of Connecticut to administer and enforce the current codes, regulations, ordinances, and statutes, for the Town of South Windsor and the State of Connecticut.

Fiscal Year **2011-2012** produced commercial and residential activity of \$44,650,559 in construction value, generating 1,779 permits, 1,742 inspections and **\$817,683** in revenue.

Our Department works closely with all Town departments, to benefit the interests of our community whom deserve a safe and secure quality of life.

### Building Department Personnel:

**Dayshell Peart**  
*Administrative Secretary*

**Michael Rose**  
*Building Official*



## *Human Resources Department*

*Vanessa Perry*  
Assistant to the Town Manager/  
HR Coordinator

The Human Resources Department is 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 overseeing the Federal Transit Administration's mandated drug and alcohol program.

The Department also 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 2011-2012, the Town had three long-term and extremely valued employees retire. We wish Captain Thomas Hart, Sergeant Daniel Martin, and Fleet Manager Richard Rylander a very "Happy Retirement".

During January 2012, the Town began making a smooth transition to a new Occupational Health

Provider. Hartford Medical Group now assists the Town with pre-employment physicals, drug and alcohol testing, and Workers' Compensation injuries.

Employee wellness is extremely important for maintaining a healthy and productive workforce. With the assistance of local businesses, in June 2012 the Town held a successful Employee Health Fair. Some employees also participated in the various "Biggest Loser" contests that are held a few times a year. The Town also continues to offer yearly AED (Automated External Defibrillators) and CPR (Cardiopulmonary Resuscitation) training to all interested employees. In addition to our Police Officers and Fire Department members, we have 65 employees that are AED and CPR certified.

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 2011-2012.

## *Housing Authority*

*Joan Murphy*  
Chairperson

The Housing Authority of the Town of South Windsor administers 70 single-bedroom apartments for the Elderly/Disabled. Persons eligible of Elderly Housing are individuals who are sixty-two years of age and 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. Income limits at this time are \$45,100/single and \$51,500/couple.

The Housing Authority is "a public body corporate and politic" reporting to the Connecticut Housing Finance Authority (CHFA). The Housing Authority does not expend any South Windsor tax dollars to operate and maintain its facilities. All maintenance is performed by Housing Authority staff or contracted out to local companies. The Authority actually remits a payment to the Town of South Windsor. For 2011 a Payment in Lieu of Taxes (PILOT) was made in the amount of \$27,450.

The parking lot at our Wapping Mews complex on Elm Street was torn up and a new lot installed. Also, new vinyl fencing was erected surrounding the trash bin areas at the Mews.

In keeping with our declaration of policy, the Housing Authority of South Windsor has been providing decent, safe and sanitary dwellings for almost 40 years. Additionally, we have the land and the architectural drawings to build a congregate living facility where our present tenants, and other persons not capable of independent living, will be able to reside in the future. The Authority awaits the availability of grant funds so that we may proceed with the project in the future. Should you have any questions regarding the Housing Authority, you may contact our office at (860) 644-3082.

## Information Technology Department

*Scott E. Roberts, GISP, CGCIO*  
Director of Information Technology



The South Windsor Information Technology Department takes great pride in the fact that we are always moving forward. We push ourselves and those around us to embrace change and new technology rather than fear it. For example, last year we introduced the South Windsor Facebook and Twitter accounts. When we first looked into utilizing these sites, many people wondered if social media had a place in Local Government. I believe that this past year, without question, we proved that it absolutely does.

Town residents and employees alike faced great hardships during the unprecedented October snowstorm. The social media accounts proved to be invaluable. With such wide-spread power outages, the only way many people had to get information was on their cell phones. In many cases, the Social Media accounts were the only source of information for residents. From before the storm, to the following weeks, our number of “likes” went from just under 100 to over 300.



With a police escort, we recorded video documentation of the devastation caused by Storm Alfred throughout South Windsor. We quickly worked with Chief Reed to produce a preliminary video to get important information out to the residents. The video covered things such as the opening of the shelter at the High School, the use of the Library and Town Hall as warming/charging stations as well as updates on the progress of CL&P restoring power. In addition to the charging stations setup by Building Maintenance, the IT department setup wireless internet access for the residents to use. The first video was followed by a video with the Chief to inform residents about the debris collection

program. In place of the monthly public works show, we created a video informing the public of the status of the Leaf Harvest as well as the debris collection. As the debris collection neared an end, IT worked with Chief Reed to create a final video informing people what they should do and when it would end. These videos were posted on our Granicus site, on YouTube and also broadcast on our TV station. On YouTube alone, our four videos were viewed 2,826 times. In addition, we posted these videos on our social media pages as well.



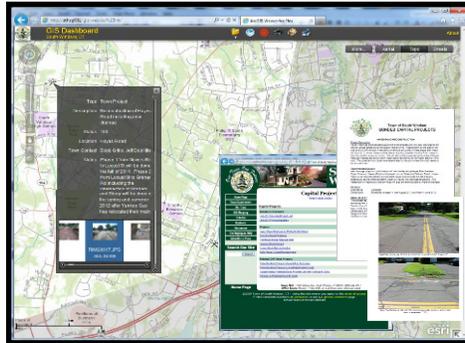
We received comments such as, “Great job; KUDOS to everyone involved getting the storm mess cleaned up; especially the coordination and communication after the storm.” and “This is an excellent video, full of great info for all South Windsor residents! Thanks!”

Along with the four videos that we filmed and produced, the IT department worked with Public Works to regularly create updated maps of both the debris collection as well as the leaf collection, which we then posted online.

In order to accomplish this, we once again pushed the boundaries of innovation. We were already in the process of working with one of the World’s foremost developers of Geographic Information Systems (GIS) technology to develop a new application. Given the special circumstances of this emergency situation, we worked with the developer to temporarily change the direction of the project. We quickly worked to combine the mapping portion of the project with the Automatic Vehicle Location (AVL) equipment used by the Public Works Department. This combination

## Information Technology Department

allowed us to simultaneously view the location of the debris collection vehicles and the leaf collection vehicles at any given time. Using the information collected, we were then able to produce updated maps highlighting the areas in Town where leaves and/or debris had already been collected and where it would be collected in the following days.



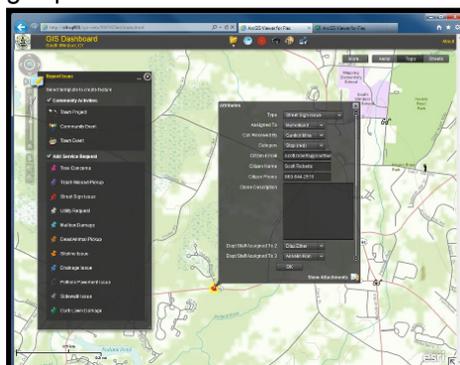
We believe that this real-time application will be beneficial to both the residents of South Windsor as well as the Town employees who work to provide the best service possible.

In addition, the IT Department has continued to support the other departments in Town. In

Fiscal Year 2011-2012, we completed 2,328 work order tickets.

Since then, we have gotten back on track with the original project, a real-time Citizen Service-Request Dashboard. Once completed, the dashboard will contain several tools for residents. The first of which is a service-request option. This will allow residents to report Public Works related issues in Town. There will be several options to choose from including tree concerns, missed trash pickup, site-line issues and pothole/pavement issues. Residents have the option of navigating to the webpage on the spot using an Adobe Flash compatible phone or waiting until they get home to report the issue. Once on the page, residents can locate the issue on the map and mark it with a push-pin. Once they have provided a description of the issue and the location, the request is sent to Town staff. The request is assigned, the work is done and the ticket is closed. You will receive emails updating you on the progress of your request throughout the process.

The next tool is designed to keep residents informed of the projects occurring in Town. Each project will be designated by an icon on the map. Clicking on the icon will bring up information related to that project, including photos and press releases. The next option available is to keep residents informed of the community events happening in Town. As with the projects, these events will be designated by an icon on the map and will contain information about that event.



# Water Pollution Control Authority (W.P.C.A)

*Richard Aries*  
Chairperson

The Water Pollution Control Authority (W.P.C.A.) established in 1966 was originally known as the Sewer Commission. The Water Pollution Control Authority has the responsibility for approving sanitary sewer construction plans and operating the sewerage system. The Authority levies benefit assessments, establishes fair and reasonable sewer user charges, awards contracts, selects engineers and applies for State and Federal funds as authorized in the Connecticut General Statutes, Chapter 103 and the Town of South Windsor Ordinances 103 and 150.

## **Project Approvals**

The Water Pollution Control Authority approved four new single family residential connections, and six new commercial connections. Among those new applications approved was the one for the new Capitol Regional Education Council International Magnet Elementary School to be located on Long Hill Road.

Following the March 2011 collapse of a concrete pipe on Chapel Road, the W.P.C.A. hired the consulting engineering firm Wright-Pierce to conduct a Sanitary Sewer System Evaluation to include recommendations for repairs and a budgetary implementation schedule. This Evaluation would consist of the following elements:

- Closed circuit TV evaluation of condition of gravity concrete sewer mains
- Identify and evaluate sources of corrosion within collection system
- Evaluate Clark Street Pump Station Concrete Forcemain
- Evaluate sources of extraneous flows (surface water and ground water) into sewer system

The following elements of this Evaluation were completed in January 2012 and partially funded through a State Clean Water Fund grant which covered 55 percent of the total cost of \$427,504. Accordingly, the cost to the Town for the

study was \$192,377. The findings and recommendations were as follows:

## **Phase I (\$921,000)** – Improvement Requiring Immediate Implementation:

- Replace 1,385 feet of concrete pipe with PVC pipe
- Replace 80 feet of concrete forcemain at Clark Street Pump Station
- Rehabilitate 6 manholes

## **Phase II (\$5,122,000)** – Improvements Requiring Implementation over the next 10 years:

- Reline 3,710 feet of concrete pipe;
- Install new HPDE (5,000 feet) corrosion resistant ductile iron forcemain (5,000 feet) in a new parallel trench at Clark Street Pumping Station;
- Install a bypass connection and valving on the two Clark Street Pump Station forcemains to allow for by-pass pumping;
- Conduct CCTV inspection of existing Clark Street Pump Station forcemain to determine extent of required additional rehabilitation.

## **Phase III (\$2,313,000)** – Improvement Requiring Implementation within the next 15 years

- Clark Street Pump Station – reline existing concrete forcemain for redundancy.

Design work to implement Phase I recommendations was completed in April 2012, and competitive bidding for construction services was completed in June 2012. It is expected that this work will be substantially completed by December 2012.

During Fiscal Year 2011-2012, the W.P.C.A. adopted a reserve fund policy to provide for the sound fiscal management of the Town's sanitary sewage system.

The purpose of a reserve fund policy is to maintain adequate levels of funds to mitigate current and future risks (e.g., revenue shortfalls, and unanticipated expenditures) and to ensure

## *Water Pollution Control Authority (W.P.C.A)*

stable user charge rates. Reserve funds are crucial in long term financial planning to ensure the proper functioning and continuous operation of South Windsor's sanitary sewage system essential for public health, and safety, economic development, environmental protection and for quality of life.

The Authority recognized its responsibility for this system, and as such, was prepared to establish prudent fiscal policies to ensure adequate funding for proper maintenance, repair and replacement of the system's many components. Planning for the future needs of this complex and widespread system entails a degree of unavoidable uncertainty, including, among other things, exposure to unforeseen natural events, accidents, revenue fluctuations, unplanned facility repair, maintenance and improvement needs.

Furthermore, the purpose of the reserve fund policy was to mitigate the economic consequences of current and future risks, to ensure sound fiscal management and stabilization of annual sewer user rates, and to allow for greater flexibility for long term planning.

During this Fiscal Year, the Authority returned to the sewer user charge rate in effect in the year prior to last year when, at the request of the Town Council, the user rate was reduced to provide some relief during a time of economic difficulties. The user charge rate was restored to its previous rate so as to ensure sound fiscal management and the stabilization of annual rate charges.

The W.P.C.A. and the Town Council during this past Fiscal Year have been involved in a joint effort to look at alternative sewer user charge systems with the intent to improve the equitable distribution of system costs among sewer users.

It is with sadness that we note the passing this year of W.P.C.A. member Thomas Deming, whose enthusiasm, sense of humor, and dedication to the Authority will be greatly missed.

### **The Future**

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

The W.P.C.A. has participated in leadership round table meetings which bring together the chairmen of various Town boards, the Town Manager, Town Council members and the Mayor to discuss common goals and issues, and to improve communication and promote cooperation.

## *Patriotic Commission*

*Kent Carlson*  
Chairperson

“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 #118, Section 3, Dated 6-1-87;  
Ordinance #152, Section 3, Dated 9-22-98)

The South Windsor Patriotic Commission is involved in twelve events every year.



In November, we participate in the Hartford Veteran’s Day Parade, the largest in New England. We have a van take the Veterans to the parade, and those unable to march ride in the parade. The South Windsor Police Honor Guard leads our group. Usually the Timothy Edwards School Band marches, but because of the October snow storm, they did not.



On November 11, we hold a Veteran’s Day ceremony at Veteran’s Memorial Park. Wreaths are placed on the five monuments there. Our guest speaker was Colonel William Adams of the Connecticut Army National Guard.

We run a program called “Veterans in the classroom”. We invite veterans to a service at the high school and then the veterans are brought into classrooms to speak and answer questions. It is very well received by the students.

In December, we support “Wreaths Across America”, a program that places Christmas wreaths on veteran’s graves in South Windsor. The program grew to over 450 wreaths this year. A formal ceremony was held on Saturday, December 10<sup>th</sup>, and then Boy Scouts and Girl Scouts placed the wreaths on the graves.

In January, we start receiving our Patriotic Commission Essay Contest entries. The contest is available to all South Windsor students, public or private schools, or home schooled, as long as they live in South Windsor. The winners are awarded prizes and are recognized by the Town Council in June.

In May, we hold our Armed Forces Day “Evening in the Park”. It is a big picnic type event for the entire family with vendors, amusements for the kids, a patriotic concert by the South Windsor Community Band, and ends with a spectacular fireworks display. This year the attendance was the best ever, with over 1000 people watching the fireworks by a police estimate.



We also organize the Memorial Day parade. All community groups are invited to march, as well as military and Veteran’s organizations.

## *Patriotic Commission*

We have a very somber Memorial Day service placing wreaths on the monuments, a guest speaker, the Police Department Honor Guard firing three volleys, and taps.



In June, the Commission wraps up the year with a flag retirement ceremony. Old and worn flags are collected at the Town Library, and in June we have a formal retirement ceremony at the South Windsor Fire Department Headquarters on Ellington Road. This year, six large trash bags full of flags were retired.

Two times a year the Patriotic Commission places memorial bricks in the walkway at Veteran's Memorial Park. The bricks are purchased by individuals to honor a service member. The forms to order the bricks is available on the Patriotic Commission website.

There are photos and information about South Windsor residents currently serving in our Armed Forces hanging in the Town Hall which are put there by the Patriotic Commission. The photographs are provided by the families on a voluntary basis. The list are updated on a regular basis.

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.

# Finance Department

Melanie D. Crucitti  
Director of Finance

The Finance Department provides quality service through a commitment to excellence, integrity, and teamwork. The Finance Department consists of the Finance, Assessor's, and Collector of Revenue's Offices.

**THE FINANCE OFFICE** is responsible for accounting for and investing cash on hand, in accordance with Town policies and State statutes; administering the Town's payroll; processing accounts payable; and maintaining the accounting and financial activity for approximately 42 different Town funds. The primary operating funds are the General Fund, Sewer Special Revenue Fund, Recreation Special Revenue Fund, and Capital Projects Fund. 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.

During the Fiscal Year 2011-2012, some of the office's activity includes the following:

- 10,392 invoices were processed
- 7,040 accounts payable checks were printed
- 14,308 payroll checks (including direct deposits) were issued
- 449 W-2's were prepared

**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 2007, as required by law. The next revaluation is scheduled for the 2012 Grand List. The 2011 Grand List assessments reflect 70% of those 2007 values, as required by Connecticut State Statutes. The grand list reflects an increase of \$30,635,185. Listed below are totals for the October 1, 2011 Grand List:

	<u>GROSS ASMTS.</u>	<u>EXEMPTIONS</u>	<u>NET ASMTS.</u>
<b>Real Estate</b>	\$2,437,582,730	\$36,242,109	\$2,401,340,621
<b>Per. Prop.</b>	246,646,610	81,250,650	165,395,650
<b>Motor Veh.</b>	<u>208,122,550</u>	<u>3,562,580</u>	<u>204,559,970</u>
<b>TOTALS:</b>	\$2,892,351,890	\$121,055,339	\$2,771,296,551

The changes between the 2010 and 2011 Grand Lists mirror what has occurred in our regional economy in the recent years. The lists reflect the market conditions facing the economy today. Each category has shown a mix of growth and decline as has occurred in our regional economy in recent years. This is best illustrated by the increase in the Motor Vehicle portion of the Grand List since 2010. The increase in motor vehicle assessments is attributed to a rise in new and used car sales, plus an increase in used car market values.

Grand List assessments as a percentage of total net assessments:

	<b>2010 Grand List</b>	<b>2011 Grand List</b>
<b>Real Estate</b>	87.3%	86.7%
<b>Per. Prop.</b>	5.8%	6.0%
<b>Motor Veh.</b>	6.9%	7.4%

## Finance Department

### Town of South Windsor

#### Top Ten Taxpayers 2011 Grand List (Assessment Dollars)

Rank	Name	Real Estate	Per. Prop	Motor Vehicle	Grand Total List
1	CT Light & Power	1,903,970	53,829,200	0	55,733,170
2	Evergreen Walk Lifestyle Ctr.	37,844,660	0	0	37,844,660
3	Federated Retail Holdings	12,766,520	4,548,900	55,090	17,370,510
4	Town Center of S.W.	16,099,020	0	0	16,099,020
5	Evergreen Walk LLC	13,797,600	0	0	13,797,600
6	Target Corp.	10,920,000	1,468,000	0	12,388,000
7	DST Realty	11,644,040	501,470	0	12,145,510
8	Benchmark GPT Windsor LLC (Village at Buckland Court)	10,990,000	721,500	0	11,711,500
9	Connecticut Water Co.	2,402,160	9,093,550	0	11,495,710
10	Lowes Home Centers, Inc.	10,108,000	970,460	0	11,150,460

Charles Danna  
Assessor

**THE COLLECTOR OF REVENUE'S OFFICE** is responsible for billing and collecting all taxes and residential and commercial sewer user fees. For the 2010 Grand List, the collection rate was 98.68%.

Total collections equaled \$82,970,388. These collections consisted of \$77,752,910 for current year taxes; \$993,146 for prior year taxes; \$578,875 for interest charges; \$6,966 for warrant and lien fees; and \$3,638,491 for sewer user fees, assessments, interest charges, and liens.

Bonnie Rabin, CCMC  
Collector of Revenue

## Five Year Summary

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

	2011-2012	2010-2011	2009-2010	2008-2009	2007-2008
General Property Taxes	79,552,717	77,616,815	75,463,071	73,288,794	69,340,563
Intergovernmental	14,269,916	15,112,545	15,375,737	15,351,140	14,959,154
Services	1,605,477	1,099,445	1,254,313	1,168,736	2,226,584
Miscellaneous	<u>180,364</u>	<u>137,049</u>	<u>181,896</u>	<u>652,698</u>	<u>1,172,426</u>
Total Revenues	95,608,474	93,965,854	92,275,017	90,461,368	87,698,727

### FIVE YEAR SUMMARY OF GENERAL FUND EXPENDITURES

	2011-2012	2010-2011	2009-2010	2008-2009	2007-2008
General Government	3,029,057	3,153,837	3,077,213	3,213,797	3,119,689
Public Safety	7,329,109	6,954,760	6,309,243	6,347,407	6,271,964
Public Works	6,539,487	6,458,094	7,185,700	7,403,664	7,300,653
Human Services	945,792	868,297	848,175	825,013	816,682
Recreation & Library	2,639,491	2,341,109	1,330,068	1,321,692	1,289,290
Debt Service	4,858,835	5,031,659	4,938,502	4,660,999	4,335,729
Miscellaneous	5,851,236	5,601,532	5,322,359	5,016,922	7,687,576
Board Of Education	<u>64,000,027</u>	<u>62,998,921</u>	<u>60,254,002</u>	<u>59,999,670</u>	<u>57,110,358</u>
Total Expenditures	95,193,034	93,408,209	89,265,262	88,789,164	87,931,941

### FIVE YEAR COMPARATIVE ASSESSOR GRAND LIST REPORT

	Oct. 1, 2011	Oct. 1, 2010	Oct. 1, 2009	Oct. 1, 2008	Oct. 1, 2007
Real Estate	2,437,543,960	2,428,826,870	2,416,295,961	2,412,076,680	2,377,141,380
Personal Property	246,646,610	231,536,430	237,208,005	218,994,377	176,737,175
Motor Vehicle	<u>208,122,550</u>	<u>194,075,430</u>	<u>184,651,916</u>	<u>186,016,297</u>	<u>195,222,387</u>
Grand Total	2,892,313,120	2,854,438,730	2,838,155,882	2,817,087,354	2,749,100,942
Less Exemptions	<u>121,055,339</u>	<u>113,816,134</u>	<u>106,764,294</u>	<u>95,123,559</u>	<u>69,733,315</u>
Net Grand List	2,771,257,781	2,740,622,596	2,731,391,588	2,721,963,795	2,679,367,627

# Auditor's Report

**TOWN OF SOUTH WINDSOR, CONNECTICUT  
BALANCE SHEET  
GOVERNMENTAL FUNDS  
JUNE 30, 2012**

	<u>General</u>	<u>Capital Projects Fund</u>	<u>Sewer Operating Fund</u>	<u>Nonmajor Governmental Funds</u>	<u>Total Governmental Funds</u>
<b>ASSETS</b>					
Cash and cash equivalents	\$ 13,258,957	\$ 35,811	\$ 2,356,695	\$ 2,110,302	\$ 17,761,765
Investments				55,274	55,274
Receivables, net	4,363,703	8,229,643	401,418	214,543	13,209,307
Due from other funds	2,781,908	7,292,450	7,650,354	1,041,466	18,766,178
Other assets	135,863			29,687	165,550
Total Assets	<u>\$ 20,540,431</u>	<u>\$ 15,557,904</u>	<u>\$ 10,408,467</u>	<u>\$ 3,451,272</u>	<u>\$ 49,958,074</u>
<b>LIABILITIES AND FUND BALANCES</b>					
Liabilities:					
Accounts and other payables	\$ 2,274,886	\$ 624,060	\$ 38,170	\$ 129,607	\$ 3,066,723
Due to other funds	9,191,820		8,876,265	1,179,993	19,248,078
Notes payable		35,671,342			35,671,342
Deferred revenue	4,020,388		401,418	656,374	5,078,180
Total liabilities	<u>15,487,094</u>	<u>36,295,402</u>	<u>9,315,853</u>	<u>1,965,974</u>	<u>63,064,323</u>
Fund balances:					
Nonspendable	135,863			29,687	165,550
Restricted				746,991	746,991
Committed		3,337,077	1,092,614	723,980	5,153,671
Assigned	1,413,432				1,413,432
Unassigned	3,504,042	(24,074,575)		(15,360)	(20,585,893)
Total fund balances	<u>5,053,337</u>	<u>(20,737,498)</u>	<u>1,092,614</u>	<u>1,485,298</u>	<u>(13,106,249)</u>
Total Liabilities and Fund Balances	<u>\$ 20,540,431</u>	<u>\$ 15,557,904</u>	<u>\$ 10,408,467</u>	<u>\$ 3,451,272</u>	<u>\$ 49,958,074</u>

# Auditor's Report

## STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCES GOVERNMENTAL FUNDS FOR THE YEAR ENDED JUNE 30, 2012

	<u>General</u>	<u>Capital Projects Fund</u>	<u>Sewer Operating Fund</u>	<u>Nonmajor Governmental Funds</u>	<u>Total Governmental Funds</u>
Revenues:					
Property taxes	\$ 79,552,717	\$	\$	\$	\$ 79,552,717
Intergovernmental	20,555,762	9,009,790		4,214,711	33,780,263
Charges for services	1,605,477	29,075	3,636,378	4,477,393	9,748,323
Investment earnings	38,575		66,136	3,300	108,011
Miscellaneous		244,220		155,015	399,235
Total revenues	<u>101,752,531</u>	<u>9,283,085</u>	<u>3,702,514</u>	<u>8,850,419</u>	<u>123,588,549</u>
Expenditures:					
Current:					
General government	3,043,533			5,575	3,049,108
Public safety	7,345,398			76,992	7,422,390
Public works	6,546,582		2,921,290	281,538	9,749,410
Human services	928,664			169,560	1,098,224
Culture and recreation	2,634,332			1,597,225	4,231,557
Insurance and sundry	5,856,476				5,856,476
Education	70,996,075			6,669,139	77,665,214
Debt service	4,861,014	182,146			5,043,160
Capital outlay		17,864,364			17,864,364
Total expenditures	<u>102,212,074</u>	<u>18,046,510</u>	<u>2,921,290</u>	<u>8,800,029</u>	<u>131,979,903</u>
Excess (Deficiency) of Revenues over Expenditures	<u>(459,543)</u>	<u>(8,763,425)</u>	<u>781,224</u>	<u>50,390</u>	<u>(8,391,354)</u>
Other Financing Sources (Uses):					
Issuance of general obligation bonds		2,000,000			2,000,000
Issuance of refunding bonds		15,185,000			15,185,000
Payments to bond escrow		(15,912,713)			(15,912,713)
Proceeds from capital leases		684,547			684,547
Premium on bonds issued	202,148	909,859			1,112,007
Transfers in	60,213	676,605			736,818
Transfers out	(1,126,605)		(87,240)	(22,973)	(1,236,818)
Total other financing sources (uses)	<u>(864,244)</u>	<u>3,543,298</u>	<u>(87,240)</u>	<u>(22,973)</u>	<u>2,568,841</u>
Net Change in Fund Balances	(1,323,787)	(5,220,127)	693,984	27,417	(5,822,513)
Fund Balances at Beginning of Year, as Restated	<u>6,377,124</u>	<u>(15,517,371)</u>	<u>398,630</u>	<u>1,457,881</u>	<u>(7,283,736)</u>
Fund Balances at End of Year	<u>\$ 5,053,337</u>	<u>\$(20,737,498)</u>	<u>\$1,092,614</u>	<u>\$ 1,485,298</u>	<u>\$ (13,106,249)</u>

# Auditor's Report

## SCHEDULE OF DEBT LIMITATION FOR THE YEAR ENDED JUNE 30, 2012

Total tax collections (including interest and lien fees) received by Treasurer for the year ended June 30, 2012	\$ 79,331,897
Tax Relief for the Elderly	<u>2,000</u>
BASE	<u>\$ 79,333,897</u>

	<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	\$ 178,501,268	\$	\$	\$	\$
4-1/2 times base		357,002,537			
3-3/4 times base			297,502,114		
3-1/4 times base				257,835,165	
3 times base					238,001,691
Total debt limitation	<u>178,501,268</u>	<u>357,002,537</u>	<u>297,502,114</u>	<u>257,835,165</u>	<u>238,001,691</u>
Indebtedness:					
Bonds and notes payable	25,517,000	7,018,000	1,956,111		
CWF short term notes			35,671,342		
Authorized, unissued bonds			12,893,709		
Total indebtedness	<u>25,517,000</u>	<u>7,018,000</u>	<u>50,521,162</u>	-	-
Less amounts to be provided by the state and other					
Net indebtedness	<u>25,517,000</u>	<u>7,018,000</u>	<u>50,521,162</u>	-	-
Debt Limitation in Excess of Outstanding and Authorized Debt	<u>\$ 152,984,268</u>	<u>\$ 349,984,537</u>	<u>\$ 246,980,952</u>	<u>\$ 257,835,165</u>	<u>\$ 238,001,691</u>

Note 1: In no case shall total indebtedness exceed seven times annual receipts from taxation (\$555,337,279).

# Services

SERVICE	DEPARTMENT	PHONE 860-644-2511	SERVICE	DEPARTMENT	PHONE 860-644-2511
<b>A</b>			<b>F</b>		
Abandoned Cars (on the street)	Police	860-644-2551	Fence Permit	Building Dept.	Ext. 330
Absentee Ballots	Town Clerk	Ext. 325	FIRE (EMERGENCY)		911
Accident Claims (on Town roads)	Town Clerk	Ext. 325	Fire Investigation/Reports	Fire Marshal	Ext. 217
Accounts Payable	Finance	Ext. 364	Fire Safety/Education	Fire Marshal	Ext. 217
Adult Community Restitution (18+)	Human Services	860-648-6361	Firearm Permit	Police	860-648-6202
Alarm System Information	Police	860-648-6221	Fireworks Permit	Fire Marshal	Ext. 217
AMBULANCE (EMERGENCY)		911	F.I.S.H. (Friends In Service Here)	Transportation Volunteers	860-647-3609
AMBULANCE (ROUTINE)		860-644-2551	Fishing License	Town Clerk	Ext. 325
Animal Control Officer	Police	860-648-6239, 860-644-2551	Flood Insurance Maps	Engineering	Ext. 344
Apartment Inspection	Fire Marshal	Ext. 217	Foundation Permit	Building Dept.	Ext. 330
<b>B</b>			<b>G</b>		
Bazaar Permit	Police	860-648-6202	Garbage Collection	Public Works	Ext. 343
Bid Packages	Town Manager	Ext. 303	Garbage Questions/Complaints	Public Works	Ext. 343
Bingo Permit	Police	860-648-6202	Grand List Information	Assessor	Ext. 312
Birth Certificates	Town Clerk	Ext. 325	Greater Hartford Tourism District		860-520-4480
Blasting Permit	Fire Marshal	Ext. 217	Ground Water Contamination	Health Dept.	Ext. 248
Blight Ordinance	Building Dept.	Ext. 330			
Blind Exemptions	Assessors	Ext. 312	<b>H</b>		
Board of Assessment Appeals	Assessors	Ext. 312	Hazardous Waste Collection	Public Works	Ext. 343
Board of Education		860-291-1200	Health Department (So. Windsor)		Ext. 248
Boat Launching	Parks & Recreation	860-648-6355	Historic District Map	Town Clerk	Ext. 325
Boat Permit	Building Dept.	Ext. 330	Historic District Minutes	Town Clerk	Ext. 325
			House Liens	Town Clerk	Ext. 325
			Housing Authority		860-644-3144, 860-644-3082
			Hunting License	Town Clerk	Ext. 325
<b>C</b>			<b>I</b>		
Cemeteries:			Identification Cards (Senior)	Human Services	860-648-6361
South Windsor Cemetary Assoc.	Jeffrey Virr, Leslie Clapp	860-416-4797, 860-967-1684	Information	Town Manager's Office	Ext. 303
Wapping Cemetary	Anne Sullivan	860-644-2528	Inland Wetlands Minutes	Town Clerk	Ext. 325
Chamber of Commerce		860-644-9442	Insect Complaints	Health Dept.	Ext. 248
Community Center Room Reservations	Parks & Recreation	860-648-6355			
Community Service (Probation)	Human Services	860-648-6361	<b>J</b>		
CT Transit Company	Public Transport	860-525-9181	Junk Cars (on private property)	Zoning Enforcement	Ext. 251
Conservation Commission	Wetlands Officer	Ext. 229	Juvenile Work Restitution	Youth Services	860-648-6361
Conservatorship	Probate Court	Ext. 371	Juvenile Review Board	Youth Services	860-648-6361
CRIME HOT LINE	Anonymous	860-648-6226			
Criminal Police Report	Police	860-648-6223	<b>L</b>		
Crisis Counseling (Adult/Family/Youth/Seniors)	Human Services	860-648-6361	Land Records	Town Clerk	Ext. 325
			Land Use Information	Planning/Zoning	Ext. 329
			Leaf Collection Information	Town Garage	860-648-6371 (24-hr)
			Library	Main Library	860-644-1541
			Library	Wood Memorial	860-289-1783
<b>D</b>			<b>M</b>		
Day Care/Nursery School Inspections	Health Dept.	Ext. 248	Marriage License	Town Clerk	Ext. 325
Death Certificates	Town Clerk	Ext. 325	Mayor	Town Council Office	Ext. 206
Deed Information	Town Clerk	Ext. 325	Meals-On-Wheels (Daily & Weekends)	Human Services	860-648-6361
Demographic Information	Planning/Zoning	Ext. 329	Medical Assistance Information	Human Services	860-648-6361
Demolition Permits	Building Dept.	Ext. 330	Medicare Claim Appeal	Medicare Advocacy	1-800-262-4414
Development Bonds	Planning/Zoning	Ext. 329	Metal Pick-Up/Recycling	Public Works	Ext. 343
Disabled Transportation	Human Services	860-648-6361	Motor Vehicle Release Form	Tax Collector	Ext. 320
Drain Layer Permits	Engineering	Ext. 344	Municipal Agent	Human Services	860-648-6361
<b>E</b>			<b>N</b>		
Economic Development		Ext. 303	Noise Complaint	Police	860-644-2551
Elderly Property Relief (homeowners)	Human Services	860-648-6361	Notary Public	Town Clerk	Ext. 325
Elderly Rent Subsidy	Human Services	860-648-6361	Notary Public	Human Services	860-648-6361
Elections	Registrar of Voters	Ext. 377	Notary Public	Human Resources	Ext. 280
Emergency Food	Human Services	860-648-6361	Nuisance Complaints	Health Dept.	Ext. 248
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.	Ext. 248			
Explosives Permit	Fire Marshal	Ext. 217			

# Services

SERVICE	DEPARTMENT	PHONE 860-644-2511	SERVICE	DEPARTMENT	PHONE 860-644-2511
<b>O</b>			<b>S (Continued)</b>		
Odor Complaints	Health Dept.	Ext. 248	Senior Outreach	Human Services	860-648-6361
<b>P</b>			Senior Social Activities	Human Services	860-648-6361
Parade Permit	Police	860-648-6202	Senior Support Groups	Human Services	860-648-6361
Parking Ticket Information	Police	860-644-2551	Senior Tax Assistance	Human Services	860-648-6361
Parks Information	Parks & Recreation	860-648-6366	Senior Transportation	Human Services	860-648-6361
Passports	Town Clerk	Ext. 325	Senior Wellness Program	Human Services	860-648-6361
Personnel	Human Resources	Ext. 280	Septic System Permit	Health Dept.	Ext. 248
Plan of Development	Planning/Zoning	Ext. 329	Sewage Complaints	Supt. of Pol. Control	Ext. 247
Planning & Zoning Minutes	Planning/Zoning	Ext. 329	Sewer Treatment Plant	1 Vibert Road	860-289-0185
Police Report (Criminal)	Police	860-648-6222	Sewer Assessment	Tax Collector	Ext. 320
Police Report (Motor Vehicle)	Police	860-648-6223	Sewer Emergency (Day)	Treatment Plant	860-289-0185
Pool INFO (Veteran's Memorial Pool)	Seasonal	860-648-6355, 860-289-1333	Sewer Emergency (Night/Weekend)	Police	860-644-2551
Pool Pass (Veteran's Memorial Pool)	Parks & Recreation	860-648-6355	Sewer Inspection/Testing	Engineering	Ext. 344
Pool Permit (for installation)	Building Dept.	Ext. 330	Sewer Permits	Engineering	Ext. 344
Pothole Complaints	Street Services	860-648-6366	Sewer Use Charge	Tax Collector	Ext. 320
Probate Court		Ext. 371	Sheds (residential or commercial)	Zoning/Bldg.	Ext. 329/330
Probation (Community Service)	Human Services	860-648-6361	Sidewalk Assessment	Tax Collector	Ext. 320
Property Assessment	Assessors	Ext. 312	Sidewalk Repairs (Town property)	Parks & Recreation	860-648-6355
Property Tax Bills	Tax Collector	Ext. 320	Sidewalk Repairs (residential)	Engineering	Ext. 344
Public Transportation	CT Transit	860-252-9181	Site Plan Application	Planning/Zoning	Ext. 329
Public Works Department			Snow Removal	Town Garage	860-648-6366
Administration		Ext. 343	Social Security Disability Programs	Social Service Admin.	1-800-772-1213
Building Maintenance		Ext. 378	Social Security Disability Exemptions	Assessor	Ext. 312
Engineering		Ext. 344	Social Services	Human Services	860-648-6361
Street Services		860-648-6366	Solicitor Permits	Police	860-648-6202
Parks		860-648-6366	Special Permit Application	Planning/Zoning	Ext. 329
Motor Equipment		860-648-6366	Storm Drain Locations	Engineering	Ext. 344
Waste Water Treatment Plant		860-289-0185	Street Excavation Permits	Engineering	Ext. 344
After Hours Emergency		860-644-2551	Street Light Out	Police	860-644-2551
Purchasing	Finance	Ext. 364	Street Maps, Town	Engineering	Ext. 344
<b>R</b>			Street Sign	Town Garage	860-648-6366
Raffle Permit	Police	860-648-6202	Street Sweeping	Town Garage	860-648-6366
Recreation HOTLINE	Parks & Recreation	860-648-6349	Student Work Permits	High School	860-648-5000
Recycling Information	Public Works	Ext. 343	Subdivision Application	Planning/Zoning	Ext. 329
Register to Vote	Registrar of Voters	Ext. 377	Subdivision Regulations	Planning/Zoning	Ext. 329
Rental Assistance	Human Services	860-648-6361	Subsidized Housing	Housing Authority	860-644-3144
Restaurant/Cafeteria Inspections/ Complaints	Health Dept.	Ext. 248	SWAN (So. Windsor Aid to Neighbors)	Human Services	860-648-6361
River Use Permits	Police	860-648-6202	<b>T</b>		
Roadkill	Town Garage	860-648-6366	Tax Information	Tax Collector	Ext. 320
Roadside Brush	Town Garage	860-648-6366	Town Attorney		Ext. 280
Rodent Complaints	Health Dept.	Ext. 248	Town Council Office		Ext. 206
Rotary Pavilion Reservations	Parks & Recreation	860-648-6355	Town Manager		Ext. 200
<b>S</b>			Trade Name Certificates	Town Clerk	Ext. 325
Schools:			Traffic Signs	Town Garage	860-648-6366
South Windsor High School	161 Nevers Road	860-648-5000	Traffic Survey	Police	860-648-6211
Timothy Edwards Middle School	100 Arnold Way	860-648-5030	Trash/Rubbish/Garbage Complaints	Public Works	Ext. 343
Eli Terry Elementary School	569 Griffin Road	860-648-5020	Tree Removal	Tree Warden	860-648-6366
Orchard Hill Elementary School	350 Foster Street	860-648-5015	Tree Trimming	Tree Warden	860-648-6366
Philip R. Smith Elementary School	949 Avery Street	860-648-5025	Tree Warden		860-648-6366
Pleasant Valley Elementary School	591 Ellington Road	860-291-1280	<b>V</b>		
Wapping Elementary School	91 Ayers Road	860-648-5010	Variance Application	Planning/Zoning	Ext. 329
School Bus Company	First Student	860-528-2234	Vendor Permit	Police	860-648-6202
Senior Citizens Center	150 Nevers Road	860-648-6361	Vendor Inspections	Health Dept.	Ext. 248
Senior Handyman Program	Human Services	860-648-6361	Veterans Memorial Park	Seasonal	860-289-1333
Senior Health Screening	Human Services	860-648-6361	Veterans Exemption	Assessor	Ext. 312
Senior Home Delivered Meals	Human Services	860-648-6361	Voter Information	Registrar of Voters	Ext. 377
Senior Legal Clinic	Human Services	860-648-6361	<b>W</b>		
			Water Company	MDC	860-278-7850

## Services

SERVICE	DEPARTMENT	PHONE 860-644-2511
<b>W (Continued)</b>		
Water Company	CT Water Co.	1-800-286-5700
Water Company	Avery Heights Water District	860-644-1673
Water Pollution Control Authority (WPCA)	Supt. of Pol. Control	Ext. 247
Welfare Information	Human Services	860-648-6361
Well Complaints	Health Dept.	Ext. 248
Wetland Applications	Planning/Zoning	Ext. 329
Working Papers	High School	860-648-5000

### Y

Youth Services	Human Services	860-648-6361
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### Z

Zone Change Application	Planning/Zoning	Ext. 329
Zoning Board of Appeals Minutes	Town Clerk	Ext. 325
Zoning Complaints	Planning/Zoning	Ext. 329
Zoning Maps	Planning/Zoning	Ext. 329
Zoning Permits	Planning/Zoning	Ext. 329
Zoning Regulations	Planning/Zoning	Ext. 329

### OTHER IMPORTANT NUMBERS:

American Red Cross	860-678-2700
Better Business Bureau	860-247-8700
Chamber of Commerce	860-644-9442
Connecticut Natural Gas	860-727-3000
Connecticut Humane Society	860-666-3337
Consumer Protection	860-566-2294
Day Care Providers (Info Line)	211
Dept. of Environmental Protection	860-674-1588
Fire Emergency	911
F.I.S.H. (Friends In Service Here (Volunteer Trans.))	860-647-3609
Info Line	211
Medicare Claim Appeal (Medicare Advocacy)	1-800-262-4414
Poison Control	911 or 1-800-343-2722
Police (Emergency)	911
Police (Routine)	860-644-2551
Post Office, 850 Clark Street	860-644-2451
Post Office, (Bissell Station) 831 Main Street	860-528-0832
Post Office, (E. Windsor Hill) 1865 Main Street	860-289-0044
Public Transportation (CT Transit)	860-525-9181
Small Claims Court	860-647-1091
Social Security Disability Program	1-800-772-1213
State of Connecticut Information	860-566-2211
Visiting Nurse & Community Care (Rockville/Vernon)	860-872-9163
Unemployment Office, 410 Center St., Manchester	860-649-3534

## *Hours of Operation*

**TOWN HALL** - 1540 Sullivan Avenue  
Mon-Fri 8 am to 4:30 pm

**COMMUNITY CENTER** - 150 Nevers Road  
**Parks & Recreation**  
Mon-Fri 8 am to 4:30 pm

**Human Services**  
Mon & Fri 8 am to 4:30 pm  
Tues, Wed, Thurs 8 am to 8 pm

**Teen Center**  
Mon-Thurs 2 pm to 5 pm - High School  
Fri-Sat 6 pm to 9:30 pm - Middle School Youth

**FIRE DEPARTMENT HEADQUARTERS** -  
1175 Ellington Road  
Mon-Fri 8 am to 4:30 pm  
**Fire Station #2** - 2379 Ellington Road  
**Fire Station #3** - 232 West Road

**POLICE DEPARTMENT** - 151 Sand Hill Road  
Administration - Mon - Fri 8 am to 4:30 pm  
Patrol - daily 24 hours/day

**PUBLIC LIBRARY** - 1550 Sullivan Avenue  
Mon-Thurs 9 am to 9 pm  
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 am to 11 am  
Flax Hill - 30 Foster Street  
Mon-Fri 11:15 am to 12:30 pm

**PROBATE COURT** - 1540 Sullivan Avenue  
Mon-Fri 8 am to 4 pm

**BOARD OF EDUCATION** - 1737 Main Street  
Mon-Fri 8 am to 4 pm  
(Summer & Days of No School -  
8 am to 3:30 pm)

**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

**Wapping School**  
91 Ayers Road

**Timothy Edwards Middle School**  
100 Arnold Way

**South Windsor High School**  
161 Nevers Road

## Meeting Schedules

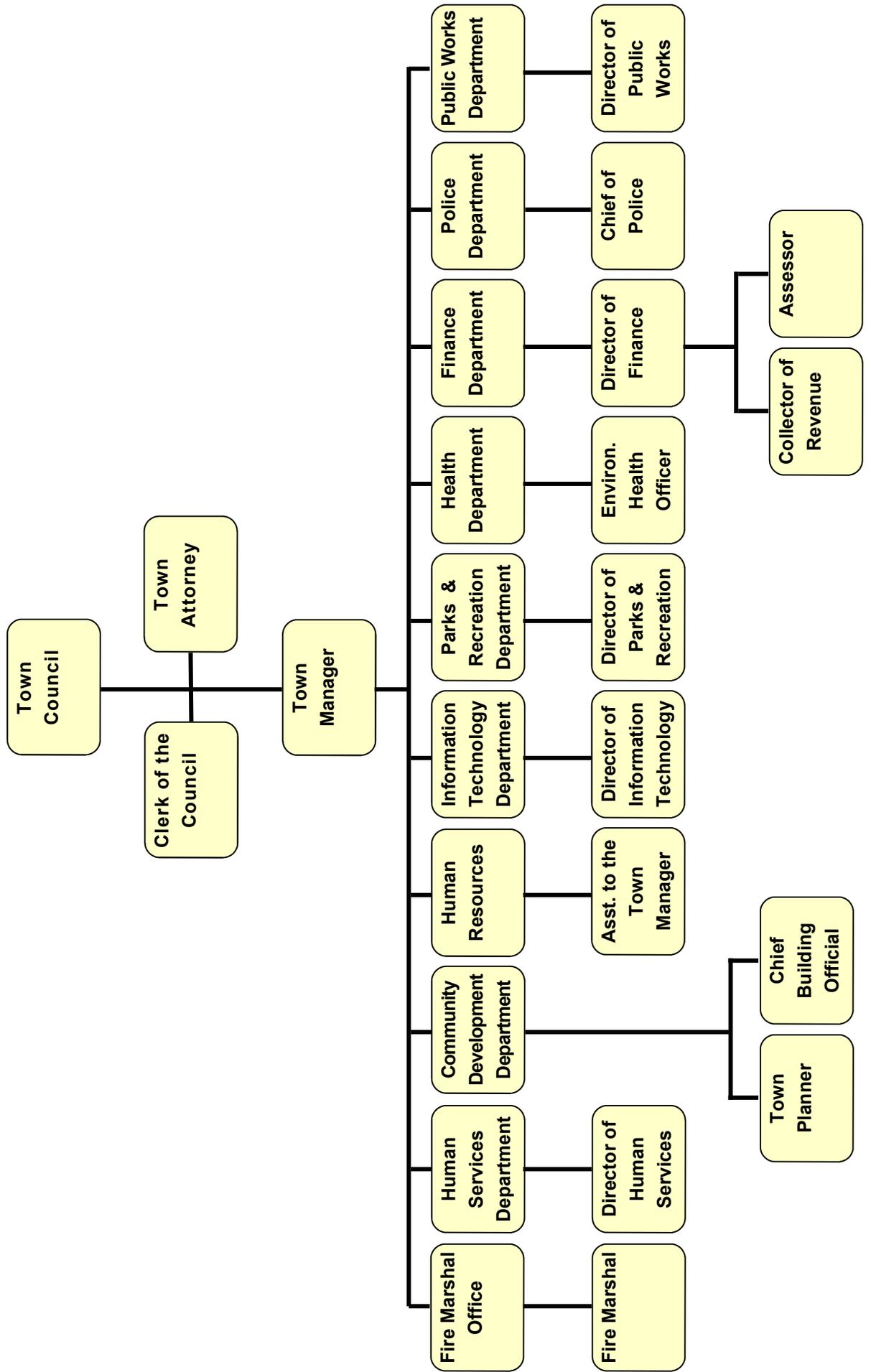
### Boards and Commissions Meeting Schedule \*

Agricultural Land Preservation	3rd Tues of every other month	Town Hall	7:30 pm
Alliance for Families	Contact Town Clerk's Office	Community Center	6:00 pm
Board of Education	2nd & 4th Tues	Middle School	7:00 pm
Economic Development Commission	4th Wed	Town Hall	7:30 pm
Historic District Commission	1st Tues	Town Hall	7:30 pm
Housing Authority	3rd Thurs	50 Elm Street	7:30 pm
Human Relations	2nd Wed	Town Hall	6:30 pm
Inland Wetlands	1st & 3rd Wed	Town Hall	7:00 pm
Library Board	4th Tues	Public Library	7:00 pm
Park & Recreation Commission	2nd Wed	Town Hall	7:30 pm
Patriotic Commission	3rd Mon	Town Hall	7:30 pm
Planning & Zoning Commission	2nd & 4th Tues	Town Hall	7:30 pm
Public Building Commission	2nd Wed	Public Library	7:30 pm
Town Council	1st & 3rd Mon	Town Hall Work Session Regular Meeting	7:00 pm 8:00 pm
Water Pollution Control	1st Tues	Town Hall	7:00 pm
Zoning Board of Appeals	1st Thurs	Town Hall	7:30 pm

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 2012







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