

Town of South Windsor

Town Manager's Report November 2017

Matthew B. Galligan
Town Manager



Mayor TV

As of this date, all video shoots for the website video have been completed. We are now adding other pictures from our files that we feel display the Town at its best. I have not received the draft for editing yet. As soon as it comes in, I will forward it to the Town Council and Economic Development Commission.

Succession Planning

As part of the discussion on Monday, I will be going over the issues as discussed in my evaluation. This topic will include Assistant Town Manager positions as well as minor upgrades in other staff that will be less expensive than hiring a new full-time position.

Public Utilities Rate Increases

As you are aware, the MDC is proposing a 13% water rate increase for all towns they serve. Many towns who are in the MDC district will see huge increases in their taxes. South Windsor has 1,800 homes on MDC water. I have discussed my displeasure at such an increase, but we are a non-voting town as per State Statute. I know that member towns are looking for MDC to reduce their budget and rate. Representative Delnicki will be at the public hearing, and I will make contact with him after the hearing.

Eversource is also looking to raise their rates by 6.8% which can have another negative effect on our taxpayers as well as their entire service area. They have filed with PURA, and we need to monitor that situation as well.

State Budget

The State Budget is complete, but I believe it has some revenue flaws. I will go over the impact of this budget on the Town and have suggestions as we move forward for the remaining year and next fiscal year as well.

Matthew B. Galligan
Town Manager

Police Department

Timothy M. Edwards
Chief of Police

SWPD in Social Media

Our officers continue to diligently patrol all 28 square miles of South Windsor, looking for the groups of suspects engaged in car thefts and car burglaries. Officers made an arrest on Wednesday, November 8th. The arrest was shared on Facebook and within 10 hours it had been shared and viewed over 9,000 times. (See below)

1700025547 Larceny in the Second degree (Possession of stolen car):

On Wednesday morning, November 8, 2017 at about 2:00 a.m. a South Windsor Police officer was on patrol in the Gilbert Lane area, checking residential areas due to recent car burglaries. Hartford County has been experiencing car burglary rings for a couple years. Often a group of youths will enter cars until they find one with keys in it, or a key fob. They then take that car and continue to go into residential neighborhoods entering unlocked cars taking whatever they find.

This morning at 2:00 a.m. our officers found three pedestrians walking in the area without coats on despite the 36 degree temperature. During a field interview the individuals changed their story as to where they were headed or what they were doing. A responding back-up officer found a stolen 2012 Nissan Maxima from Willimantic parked nearby. The officers learned that one of the group was in

possession of the keys to the stolen car. Enfield Police had been in a pursuit earlier in the night with the stolen car and believed that one of the three suspects was the operator. Officers arrested the three suspects for possession of a stolen car. Officers arrested Nicholas Desorbo, age 18 of 11 Windsor Court, Enfield, Teresa Ramos, age 18, of 11 Windsor Court, Enfield and Jon Roberts, age 18 of 915 Asylum Avenue, Hartford. All three were charged with Larceny in the Second degree (possession of a stolen car) and were held on \$30,000 surety bond. They will be presented at Manchester Superior Court later today.

School Resource Officer Recognized for Award

We are very proud of Officer Tina Roy, the School Resource Officer for Timothy Edwards Middle School. Tina received the 2017 "Friends of Youth Award" after being nominated by SW Youth and Family Services. Officer Roy received the award at an October ceremony of the Connecticut Youth Services Association Eastern Chapter. Officer Roy continues to be a strong role model and resource for our youth and is also serving as a chaperone on the school trip to Washington, D.C. this year.

New 9-1-1 Phone System installed

The Town of South Windsor completed implementation of a new Next Generation 911

phone system in late September. Our PSAP (Public Safety Answering Point) is located in Police Headquarters. Our dispatchers answer all 911 calls routed to town and dispatch Police, Fire and Medical staff as the situation requires. The actual phone system hardware is maintained by the State of Connecticut in partnership with AT&T.

The new system is better able to handle calls from cellphones and locate the phones true location in an emergency. Unlike a house phone, a cellphone doesn't have a fixed address and the old technology used to help locate a person who didn't know where they were was unreliable. The new system improves locating those phones and in the near future it will allow for texts to 9-1-1 and the sharing of photos and video to dispatch in an emergency. That feature is expected to be enabled in early 2018.

The projected was largely funded by the State via the 9-1-1 fees collected on every phone bill. The police department had to absorb some costs for electrical and server upgrades as part of the States' mandate. This technology will allow us to serve our customers better. A Dispatch Center is the first point of contact for the public in an emergency. We are pleased to have the newest phone technology installed, to complement our new CAD system for dispatching calls and report writing.

Promotions and Awards

Ceremony 2017

The Police Department hosted its annual Promotions and Awards Ceremony on

Thursday, October 26th at the Mill on the River Restaurant. During the ceremony three officers who were promoted in May "officially" had their badges pinned on them. The department also recognized several other officers who received awards for their good work in the preceding year. A total of 32 awards were given out and included: A Distinguished Service Medal for a Bank Robbery pursuit and apprehension, A Lifesaving award for reviving a jogger whose heart stopped, Chief's Awards, Certificates of Commendations, Chief's Challenge Coins, and Fitness Awards. (The text of the awards and recipient names are posted to our Facebook page.)

Public Works Department

Michael J. Gantick
Director of Public Works

Refuse & Recycling

The Town of South Windsor is a member town of the Capitol Region East Operating Committee (CREOC) which together with the Town of Manchester hosted 4 household hazardous waste collections. We once again we saw a tremendous turnout for these collections and will be scheduling another 5 events at the Manchester Landfill located at 231 Olcott Street. We have been working with our vendor, Tradebe, to reduce the wait time at these collections. They have increased their staffing levels and have been better preparing themselves to handle the customer turnout. The first event of 2018 will be held in April. Acceptable items include paints, aerosols, fertilizers and cleaning products among other items. Paints may also be taken to Sherwin Williams in Manchester to be recycled.

Our textile recycling program began in September. We took delivery of our first recycling container and have added 6 more around town. There is one container located at each school, one at the Community Center on Nevers Road near the playground and one at the Recreation office (formerly Wapping School) located on Ayers Road. We have recycled 5,700 pounds of textiles as of October 31st. Acceptable items that are being collected include footwear, clothing, linens, pillows and stuffed animals. These items can be in any condition.



Textile Recycling Container

The last electronics recycling event in 2017 was held on November 4th and had an excellent turn out. Electronic recycling events are held every other month in the back parking lot of Town Hall. We are scheduling our next event for January with our vendor. These events have typically taken place the first Saturday of the scheduled month. This program is free of charge and the event staff will unload the electronics from your vehicle. Acceptable items include telephones, computers, laptops, printers, stereos, televisions microwaves, DVD players, etc.

Bulky waste pickups are available on a monthly basis. Collections are curbside the first full week of each month on your normal trash pickup day. Metal is collected curbside each Wednesday and must be scheduled with the Public Works office online at www.southwindsor.org or by calling (860) 644-2511 x243. Metal items such as air conditioners, refrigerators and dehumidifiers require a \$15 mitigation fee that can be paid by cash or check at the Public Works office at 1540 Sullivan Avenue.

For more information on our refuse and recycling programs including a full list of acceptable items for each program please visit the Town of South Windsor's website at www.southwindsor.org.

Tony Manfre
Pollution Control Superintendent

Pollution Control

The Department of Water Pollution Control has begun the third of four defined areas of the Integrated Vegetation Management program. The primary goal of this plan is to establish early successional ecological communities of grasses and herbaceous plant species on the sanitary sewer easements that benefit both the citizens of South Windsor and native wildlife.

This program has been initiated in four phases within four defined areas of town. The first phases will primarily establish the desired low growing plants. This may involve the removal of trees, vines and invasive plant

species. Over the long-term, the goal is to control these undesirable plant species using the most selective treatment methods possible on regular treatment cycles. This will minimize the need for more intensive maintenance operations.

The WPC is also planning to reline a total of 3500' of the Chapel Road sewer pipe. The process of relining the interior wall of pipe is done with the use of Cured-in-Place-Pipe (CIPP). The advantage to this technology is that digging is not required and there is minimal interruption to service.

The wastewater treatment facility has been experiencing an increase of fats, oil and grease in the influent waste stream. Fats, Oils and Grease (FOG) can have a negative impact on the effluent (treated wastewater) water quality and also tends to harden inside sewer pipes restricting the pipe size. Homeowners can prevent a lot of the FOG that makes its way into the sewer line. It is important to minimize the amount of grease that is disposed of down the drain. FOG collects in pump stations and sewer pipes to form hardened deposits that must be removed. If the grease is allowed to accumulate in pipes, it may create a blockage and cause a sewer backup. Another challenge to sewer maintenance is the disposal of "flushable" wipes into the sanitary sewer. These wipes are made of synthetic fiber materials that do not breakup in the system and are the main culprit of clogged pumps. When pumps are clogged, our operators must remove the debris to keep the pumps in service.



Result of Grease in Sewer Pipe

You can find more information about the Water Pollution Control Facility and the Water Pollution Control Authority on the Town of South Windsor's website at www.southwindsor.org.

Tony Manfre
Superintendent of Pollution Control

Engineering
**Avery Heights Road and
Drainage Improvements**

All roads in the Avery Heights neighborhood have been reconstructed with new drainage, gravel and stone base, 4 inches of bituminous pavement and curbs. This includes Benedict Dr, Pine Tree Ln, Good Hill Rd, Pond Ln, Peach Tree Ln, Highview Rd, Spruce Ln, Manor Ln and Raymond Rd, which is about 2.8 miles of road. Spazzarini Construction completed all work in this neighborhood and is paving the last driveway aprons on Benedict Dr and Raymond Rd in Phase 3.

**Avery Street Improvements 2
(Gray Road to Orchard Hill Road)**

The reconstruction of Avery Street between Gray Road and Orchard Hill Road (Phase 2) is over 50% complete with the new storm water drainage pipes and structures installed, culvert extended, new road base, 4 inches of binder course of pavement installed and most of the concrete sidewalk poured. The contractor, Nunes Connecticut will be installing bituminous curb, the top 2 inches of pavement, completing the sidewalks and ramps and paving driveway aprons in the next few weeks to substantially complete the project by the end of December. Lawn restoration along this project area will begin this fall but will not be completed until the growing season next spring.

Local Roads Repaving 2017

Approximately 1.5 miles of Town roads were milled and repaved in 2017 including Pine Knob Drive, Pine Knob Circle, Pam Lane, Roy Road, Spinners Run and Northview Drive. Additional capital funds are needed to mill and repave more Town roads in 2018.

Sidewalk Repairs

We have repaired the worst sidewalk defects that have been reported using the \$20,000 appropriated by the Town Council. One contractor raised over 850 feet of sidewalk using mud jacking to eliminate trip hazards up to about 2 inches, and another contractor removed and replaced 180 feet of sidewalk that was broken or had settled or was lifted more than about 2 inches. There are many more sidewalk defects in South Windsor to be

repaired. The list of sidewalks in Town that need to be replaced or repaired is still over \$100,000 in estimated cost. Some residents have called multiple times to ask when sidewalks in front of their property will be repaired. Additional capital funds are needed to repair all the sidewalks and keep them safe pursuant to the Town ordinance. We will continue to mark the trip hazards on sidewalks where we receive complaints with bright pink paint to alert pedestrians of these hazards until there is sufficient funding to repair all the sidewalk defects.

Buckland Road Sidewalks

The Town and our consultants are finalizing plans to construct sidewalks along the east side of Sullivan Avenue and the west side of Buckland Road from the Town Library to Deming Street. These sidewalks will connect the town buildings with the commercial businesses and residential units in the center of Town. The traffic signals at 3 intersections will be modified for pedestrian ramps, signals and crosswalks. The Plum Gulley Brook Bridge will be extended west to accommodate the new sidewalk. The Town has received permits from the CT DEEP and ACOE for the Plum Gulley Brook bridge extension. We are also responding to comments from Conn DOT on the traffic signals upgrades. Easements are being acquired on a few properties for these sidewalks. The construction of these sidewalks is scheduled for 2018.

Avery Street Reconstruction 3 (Orchard Hill Road to Manchester Town Line)

Final design is underway for Phase 3 of the reconstruction of Avery Street. This will include new storm water drainage pipes and structures, road base, pavement, curb and concrete sidewalks on the west side of the road. The schedule is to complete the design this year and construct these improvements in 2018.

Jeffrey Doolittle
Town Engineer

Public Buildings

Project Updates

Phone System Replacements Police Department and Community Center

I am currently working with yet another phone system vendor that can provide a proposal for phone systems at the Community Center and Police Department. Finding a vendor that can provide the type of phone system and network services that go along with the phones has been an arduous process; one that I would have never thought would take this long. The current vendor can provide a comprehensive hosted Voice Over Internet Protocol (VOIP) phone system consisting of phones and network services. The I.T. Department and I will be working together over the next few weeks to ensure that the vendor can provide a system that meets the I.T. Departments network security and redundancy needs as well as our growing needs.

Phase II Fire Code/ADA Upgrades

I am now working on Fire Alarm upgrade installation phase of this project. The design engineer has approved the contractors submittals for all the equipment. The equipment is expected to arrive in the next couple of weeks if not sooner. Assuming there are no unforeseen circumstances, the install should be completed four to six weeks after that parts arrive.

Town Managers Office Renovation

The second phase of the office renovation was completed in late September. All of the furniture was removed, walls were repainted and new carpet was installed. The office cubicles were modified and reconfigured slightly to make the office area operate more efficiently. The last phase of the project consisted of reinstalling the repaired transaction window. My staff was instrumental in the transition of the office areas before during and after the renovation. The project was a scheduling challenge primarily because 90% of the work was done either prior to the Town Hall opening or on weekends. A separate but integrated component to this project was the installation of a card access system. The system was installed on all department doors and will eliminate the need to rekey the building and ensure the integrity and security of the building moving forward.

Side Door Replacement at Town Hall

Commercial Storefront Services Inc., a local South Windsor company, removed the exterior wooden side door and replaced it with

a storefront door to match the doors installed on the front of the building last year. The wooden door was susceptible to swelling on hot days making opening and closing the door very difficult at times.

Community Center

I am currently working with Andrea Cofrancesco to solicit proposals for laundry list of renovations throughout the Community Center that she is looking to complete in the coming months. We met with the contractor a couple of weeks ago to review the scope of each project. I expect to have all of the proposals in hand by the end of the month. The projects should get underway in the next few weeks assuming submittals are approved and construction schedules are worked out.

Police Department

LED Lighting Upgrades

The Police Department interior and exterior lighting will be upgraded to LED in the next few weeks. Eversource's approved contractor has completed an audit of the existing lighting and made recommendations for lamp and fixture replacements. Parts are currently on order and the install is tentatively scheduled for mid-December. The work is expected to take two to three weeks to complete.

Projects in que awaiting scheduling

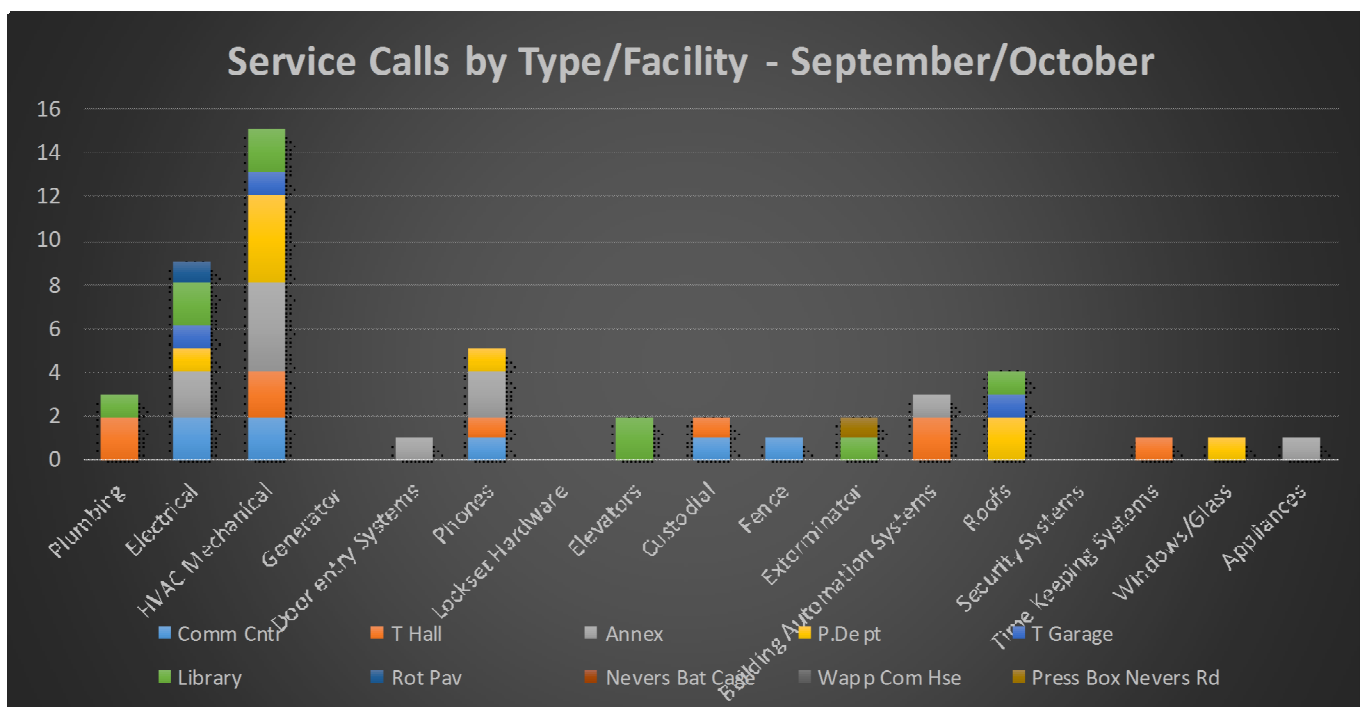
- Veterans Memorial Park Siding and Roof Replacement Phase II
- "I" Beam repairs Town Garage
- Town Hall lower level HVAC Building Automation System upgrades

- Replacement of steel exit door and frame at the Police Department.

Service Calls during the month of September and October.

There were a total of 49 calls for service. See the graph below detailing the type and location of each call.

Clay Major
Facilities Manager





Human Services Department

Adult & Senior Services

Andrea Cofrancesco, Director of Adult and Senior Services

Medicare Open Enrollment

Open Enrollment for Medicare begins October 15 and ends December 7 with changes effective January 1. Medicare beneficiaries can get unbiased insurance information from four certified CHOICES counselors (Steve Clapp, Andrea Cofrancesco, Lindsey Ravalese and Penny Shea) in the Adult and Senior Services Division of Human Services. 860-648-6361.

ProAct Prescription Savings

Since its inception in 2013, South Windsor residents have saved a combined total of \$80,968 in prescriptions costs by using the ProAct card. ProAct is a Prescription Discount Program administered by ProAct and is partners with the CT Conference of Municipalities. Residents who are uninsured, under insured or are in a coverage gap can use this card to save money. In addition, this card also offers savings for vision and hearing services.



Triad for Senior Safety Events

- **Triad Collects Over 500 pounds of Drugs:** A total of 545 pounds of drugs was collected at our most recent Drug Take Back Day, totaling almost 7,000 pounds collected in fifteen (15) days since September 2010 when this program was created. That's a lot of unwanted

medications disposed of properly, thereby keeping them out of our water and out of the hands of children and grandchildren!



- **Health and Safety Fair:** Approximately 200 people attended our 6th annual Health and Safety Fair with over 100 flu shots administered. A variety of services were offered including hearing tests, memory screenings, cholesterol checks, vein screening spinal screening, oral screening and denture fit checks, blood



pressure and blood sugar checks and healthy snacks.

- **Shredding:** 132 cars came through to drop off items to be shredded which helps to avoid identity theft.

Scouting for Food



This year a total of 9,849 pounds of food was collected at the annual Scouting for Food Event, where the boy scout troops in town deliver grocery bags to all households and then go back to pick up donated food a week later. The response was overwhelming! The Scouts then go through all the items and sort them so that they are easily stored for future use. This comes at a good time...the shelves were bare as we await for the holiday food to come in.

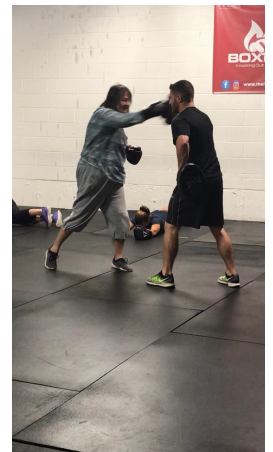


Renter's Rebate

Caseworkers processed 218 applications totaling \$90,976.75 in rebates to South Windsor residents. There is some concern about how this program will be funded, as the state budget cut this program going forward. We hope to have answers soon.

Adventure Club Activities

Our Adventure club went on a Ziplining Adventure in the beautiful Berkshires! 11 people attended and had a great time! In addition, a group went on a hike to the West Hartford Reservoir and another group took boxing lessons! Next up: Indian Rock hike in Bristol and snowshoeing in Windsor!



Community Service Group

The Community Service Group decorated pumpkins for 25 homebound seniors and delivered them along with a mini pie. A big thank you to Kasheta Farm for donating all the pumpkins!



Youth & Family Services

Elizabeth Langevin, LMSW, Director of Youth and Family Services



October

Teen Center

The month of October was all about creativity and fun at the Teen Center! High school and middle school students participated in various baking and decorating contests and activities during weekly drop in hours. High school students entered their decorated pumpkins into the Third Annual Pumpkin Decorating Contest, where participants from the Senior Center got to vote on their favorites!



Our High School Youth Council Committee also sponsored a week of activities and games for high school students to spread awareness for National Red Ribbon Week (Drug and Alcohol Prevention and Awareness). Teens created games to promote teambuilding and pro socialization afterschool at the Teen



Center along with educational games to teach about the harms and effects of using drugs. This year's motto was "Your Future is Key, so Stay Drug Free".

Teen Center staff and Youth Council members were happy to represent the Youth and Family Services sponsored activity at the Fall Fest with Pumpkin Decorating for children and families. Over 150 pumpkins were decorated and brought home with smiles!

Parent Education and Support

During the month of October, the Chef

S.W.A.N.
South Windsor
& Neighbors



in Training Program met on October 2nd

and October 16th. The kids and their parents enjoyed making homemade pizzas and experimenting with different toppings. The children also learned how to make Cheeseburger soup! Nothing says fall better than a pot of soup! For dessert the families learned to make peanut butter drop cookies and Caramel, Apple Cookie Pizza. This program is a wonderful opportunity for children and their parents to come together and connect with each other, while having fun. Parents and their children reported they look forward to knowing they were coming to "cooking class" to make and share a meal together. One mother reported their lives are so hectic and busy that they don't eat dinner together as a family. She reported she looks forward to knowing this was the one night in her busy week that she sets aside to share a family meal with her children. During our last class we were lucky to welcome back Denise Lombardi from the Help Me Grow Program

who talked with the children about the different food groups and ways to make healthy choices with snacks and food they eat. Check out the pictures below, I think you'll agree we had lots of FUN!



Monday Morning Parenting Play Group



During the month of October the parent/child playgroup met every Monday morning. With the cold weather approaching this is a great opportunity for parents to come and let their little ones burn off energy, while parents meet new friends while providing support and information for each other.

Early Childhood Resource Fair

Saturday, January 6th 2018 Youth and Family Services will host their 1st Early Childhood Resource Fair. Early Childhood education is vital to our community. Children need a strong early learning foundation to succeed in school, and go on to succeed in life. Currently the Committee is working hard to plan this wonderful event. The committee is made up of childcare providers, law enforcement, fire department, pediatricians, nutritionist, South Windsor childrens librarian and many other community providers that provide support and services to parents and young children.

School Outreach

The Jump Start Tutoring Program has had a busy start to the year. More than 40 high school students visit TE each Thursday afternoon to tutor one of the 38 middle school students that participate in the program. Lots of new tutors have joined the program and are already making a difference!

SWHS SADD (Students Against Destructive Decisions) promoted Unity Day on October 25th. They encouraged students and staff to wear orange to support the message that we are all united for kindness, acceptance and inclusion for all.

**Please check out our Facebook
[https://www.facebook.com/
SWYouthFamily](https://www.facebook.com/SWYouthFamily)
or call Liz at 860-648-6361 x331 for
more information on any above
program.**

November 2017 Town Council Meetings and Events

Meetings

Monday, November 6, 2017—CANCELLED

Monday, November 13, 2017

8:00 p.m. Organizational Meeting

Council Chambers

Monday, November 20, 2017

7:00 p.m. Regular Meeting

Council Chambers

Holidays

Friday, November 10, 2017

Town Offices Will Be Closed in Observance of Veterans Day

Thursday, November 23 and Friday, November 24, 2017

Town Offices Will Be Closed in Observance of Thanksgiving Day

Layout by Ashley Booth, Executive Secretary to the Town Manager

