



# TOWN OF TOLLAND

## REPORT OF THE TOWN MANAGER

Steven R. Werbner  
Town Manager

January 11, 2011

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### Town Manager's Office

#### HVAC Project at Town Hall/Financing Option

The Town continues to explore all options for reducing potential costs for the HVAC/geothermal project at Town Hall. The State of Connecticut through the Connecticut Development Authority is offering to Towns the use of Qualified Energy Conservation Bonds for conservation projects that reduce energy consumption in public buildings by 20%. The project which we are contemplating would meet this requirement. These are self sustaining tax credit bonds issued by private financial institutions. These bonds lower the cost of annual debt service requirements by providing a 70% interest subsidy. The net cost to the issuer is expected by underwriters to be in the 3% range as borrowers must pay a supplemental coupon given that the tax credit is only for 70%. According to our financial advisors at Webster Bank the use of this type of financing could possibly save the Town considerable interest cost over the life of the borrowing period. There is 19.5 million dollars worth of bonds allocated to the State of Connecticut as part of the Federal American Recovery and Reinvestment Act of 2009 of which 9.2 million has already been committed. We have put an application into CDA for 3.6 million which if approved could be accessed if this project moves forward. CDA has indicated that they will let us know if we are able to use this financing by January 15th. If we use this sort of financing, additional resolutions and possibly public hearings would have to be held by the Town Council. It would be my recommendation that following the referendum we examine the financial benefits of traditional borrowing vs. use of QECB bonds and make a decision at that time. There is however possibly a considerate financial advantage to the Town through the use of these bonds.

#### Open Litigation Report

Attached is information supplied by the Town Attorney and CIRMA relating to open litigation cases that we provide to the Town Council on a periodic basis.

#### Position Vacancy

Written testing for the qualified Firefighter applicants occurred on January 6<sup>th</sup> at the Fire Training Center. After testing is complete, scored and applicants ranked, interviews will occur.

#### Purchasing Update

The Town and Board of Education recently locked in our gasoline gallons for calendar year 2011 at a cost of \$2.78 per gallon. This price is slightly higher than our FY2011 budget figure of

\$2.54 which equates to an additional cost of \$3,600 for the remainder of this fiscal year. Gasoline prices have been steadily rising and are anticipated to go higher in 2011, so this is an attractive price going forward.

### Solid Waste

Attached is a recent letter received from CRRA on the latest option they will be offering for service in 2013. The Town of Tolland continues to work with the solid waste consortium to see if there are cost effective, viable options to that put forth by CRRA. Additional information should be available in early spring at which time a decision will have to be made on the best option for the Town.

### Tolland Insurance and Risk Management Update

The Town of Tolland maintains an active Insurance and Risk Management Program in order to provide a safe and healthy work environment for all employees and to minimize the adverse effects of accidental losses. The Town Manager's Office working with our insurance broker/advisor is responsible for planning, organizing, implementing and directing the risk management activities of the Town, including insurance placement, loss control, claims management and investigations including litigation strategies, review of agreements, contracts and leases regarding insurance requirements. Through the strong efforts of the Department Heads, Safety Committee and employees, Tolland has seen improvement in its loss trends and enjoyed achievements, including:

- Property and liability claims, measured in total incurred dollars, have seen a 100% reduction in the past 4 years. Total property and liability claims in FY2010 were 10 compared to 25 claims in FY2006.
- Tolland ranks favorably compared to its peer group in terms of average dollars per workers compensation claim and frequency of claims. Compared to our peer group, the average workers compensation claim for Tolland is approximately \$2,500 less.
- Employees have successfully completed training on a variety of topics, including defensive driver training, bloodborne pathogens, chainsaw safety and flagger safety.
- The Public Works Operations Manager has done a thorough review of Public Works safety policies and updated many to current standards.
- Working with our insurance provider's Risk Control Consultant and Town staff, Tolland has been doing risk assessments of various Town buildings and facilities to identify any potential problems.

### Engineering

#### Elderly Housing Project

- Borings were completed in December and Public Works provided excavation for the test pits. Initial observations indicate that there may not be as much ledge as anticipated. Engineering expects to have the final report by mid-January. A revised cost estimate will

accompany the final report and provide a clearer understanding of costs associated with this project.

#### ConnDOT Grapevine Bridge Replacement Project

- Engineering continues to work with ConnDOT, Public Works, Public Safety and First Group to address any issues or concerns regarding the project. The signal timing has been adjusted to provide additional travel time. Public Safety and ConnDOT have notified AT&T that there is a utility pole that is leaning into the road. According to AT&T, the pole is stable. Public Safety is working to follow up on this matter.

#### Drainage

- The Public Works Operations Manager and the Town Engineer walked the Willow Creek site with Gardner & Peterson (G&P) to discuss solutions to the deteriorating level spreader and associated erosion. The Consultant is working on providing the Town with several solutions based on this meeting which will be reviewed by DPW and Engineering.
- A resident on Andrew Way believes that additional stormwater runoff is draining into a swale located on the upper side of his property. Town staff is working with G&P to research the cause. Once this work is complete, the Town Engineer will work with the resident as needed to address this issue.
- Public Works and Engineering are working to repair an existing stormwater outlet on Tolland Green. The first step will be to excavate to locate the existing pipe and send a camera through the pipe to determine how much of the pipe can be utilized.

#### Water Commission

- A new production meter was installed on well #1 in December. Additionally, the existing production meter for well #2 and the interconnection meter are being tested for accuracy. The interconnection meter serves to provide readings for water that is sold to Connecticut Water for use in Willington. The results of these tests will be submitted to CT DEP at the end of the month per the conditions of the Commission's Diversion Permit.
- CT DEP continues to evaluate the new Diversion Permit application. Conn. Water, the Town Engineer, Water Commission and their consultant are working to address and respond to CT DEP's questions.
- The Town Engineer is assembling several reports to submit to CT DEP including Annual Production Report, Leak Detection Survey, Conservation Plan Report and any Violations that occurred during 2010. These reports are required to be submitted to CT DEP by January 31, 2011.
- Town Staff has been working with Conn. Water to create a complete customer list with information that was previously missing. This has been a time-consuming process, but will be beneficial in many ways and will be the start for the customer and service database.
- The Water Commission has reviewed their upcoming operating and maintenance expenses and has been working to develop new usage rates to accommodate these

expenditures. The Commission is holding a hearing on January 19th at 6:30 pm in the Council Chambers to consider the adoption of the proposed rate schedule. These rates would be effective with the next billing.

- The Commission has reserved the right to charge for private fire protection services that include private fire hydrants and sprinkler systems. Until recently, the Water Commission has elected not to charge for these items. However, due to increasing financial demands, it is necessary that these fees are collected beginning January 2011. Letters to customers receiving private fire protection services were sent in December, notifying them of the change.
- The Commission continues to discuss the pipeline agreement with Conn. Water. This agreement would allow Conn. Water to utilize a portion of the Water Commission's water main within Route 195. The Water Commission is planning on presenting the project concept and agreement conditions to interested Town commissions and boards in February.
- The next regular Tolland Water Commission meeting is scheduled to be held on Monday, February 7, 2011 at 6:30 pm in Council Chambers.

#### Water Pollution Control Authority

- The Phase II Wastewater Facilities Plan is being edited by Fuss & O'Neill (F&O) per the WPCA's comments and direction. In lieu of any constructed solutions at this time, the WPCA is proposing that additional testing and monitoring be done in "Tier 4" areas, as well as implementing a Pump Out Regulation. Once F&O finalizes the plan, a copy will be sent to the CT DEP for their review, comment and approval.
- The WPCA will begin working on drafting a FOG ordinance within the next couple of months. This is a priority for the WPCA since CT DEP has mandated that it be in-place by June 30, 2011 and it will prevent fats, oils and grease from entering the sewer infrastructure.
- The WPCA, Town Engineer, Operator and Consultant continue to work to address odor concerns on Old Post Road. The WPCA had anticipated on discussing solutions to resolve this issue at their previous meeting, however, the Operator was absent and therefore this item will be discussed at the next regular meeting.
- The WPCA has reviewed their upcoming operating and maintenance expenses and proposed a new user rate to accommodate these expenditures. A public hearing to consider a resolution to adopt the new user rate of \$9.93 per 1,000 gallons was accepted on December 21, 2010.
- The WPCA put together information regarding septic system ownership and maintenance and published it in the Tolland Community Newsletter. The WPCA intends to focus on educating residents regarding keeping the waters of Tolland and the State clean by maintaining their systems.
- The next regular meeting is scheduled for January 18, 2011 at 6:00 pm in the Council Chambers.
- The next workshop meeting is scheduled for January 20, 2011 at 6:00 pm in Conference Room C.

### **Finance Department**

In a memo dated December 3, 2010 (attached), the State of Connecticut notified towns and cities of the revised preliminary revenue numbers for ECS, public transportation and adult education grants. The ECS and adult education grants remained the same for Tolland as budgeted but the transportation grant was reduced \$91,883 to \$150,913 from \$242,796.

It appears that the State is shifting revenue, as it did last year from transportation funds to a new excess cost grant which goes directly to the Board of Education. Bill Guzman has been assured that the new excess cost grant will be the same as last year at \$120,380. This leaves the Town with a deficit of \$91,883 in grant revenue and the Board of Education with an additional \$120,380 of unprogrammed funds. Last year the Board of Education left the excess monies unspent to offset the revenue shortfall. It is our recommendation that the same action be taken this year.

### **Quarterly Investment Status**

Attached is the Quarterly Investment Status – Period of October 2010 to December 2010.

### **Human Services**

Residents may call any of the following Tolland Human Services personnel for more information about state programs and local initiatives:

Beverly Bellody, M.S., Human Services Director (860) 871-3611  
Nancy Taylor Dunn, L.P.C., Youth Services Coordinator (860) 871-3612  
Jennifer Therian, L.M.F.T., Counseling Services (860) 871-3615  
Rebecca Ellert, Elderly Outreach Case Worker/Food Pantry (860) 870-3726  
Fran Weigand, Senior Center Director (860) 870-3725  
Donna Francis, Human Services Secretary (860) 871-3648

### **Youth Services**

#### **Coffee House**

Tolland Youth Services Community Theater (TYSCT) Coffee House on Saturday, February 12<sup>th</sup> at 7:00 p.m. at Tolland High School Café. Admission is \$5 at the door and a non-perishable food item for the Tolland Food Bank. Free refreshments and an outstanding evening of entertainment provided by area high school youth! For information contact Nancy Dunn, Tolland Youth Services (860) 871-3612 or [nancydunn@tolland.org](mailto:nancydunn@tolland.org).

#### **Local Prevention Council/Substance Abuse Task Force**

**Tolland Student Substance Use and Related Behaviors Survey** - An overview of survey results will be presented by ERASE (*East of the River Action for Substance Abuse Elimination*)

at the January 11<sup>th</sup> Town Council Meeting. Issues addressed by the survey included youth alcohol & drug use, attachment to school & community and involvement in extracurricular activities. Increased attention is being brought to use of alcohol, tobacco and other drugs (OTC, illegal and Rx) by youth in our region as well as nationwide. Student survey results are used in community policy and program planning for youth and are a critical piece of information used by funding sources in evaluating grant funding applications to address the issues of youth drug/alcohol use.

#### 2010 Holiday Care and Share Program

Human Services is deeply appreciative of the time and resources donated by local organizations, businesses and individuals making the holiday season brighter for Tolland neighbors in need. Gift collections from the State Police Stuff-A-Cruiser Program and the Fire Department's Lighted Tour were also extremely helpful in meeting local gift needs. The 2010 Care and Share program provided Thanksgiving and December holiday food baskets to 42 seniors and 88 family households (365 residents) and gifts to 160 children.

#### Energy Assistance

**Connecticut Energy Assistance Program** - Human Services is accepting applications for the Connecticut Energy Assistance Program; the program officially opened on November 1, 2010. Tolland residents may contact Human Services for this season's eligibility requirements, income guidelines and required documentation. On behalf of eligible households the winter heating assistance pays for such heating sources as oil, natural gas, electricity, propane, kerosene, coal and wood. Homeowners and renters may apply. Households eligible for the winter heating program may also be eligible to receive weatherization assistance. This can help conserve energy and lower heating bills.

The Connecticut Energy Assistance Program and the Contingency Heating Assistance Program are administered by the Department of Social Services and coordinated by regional Community Action Agencies, in cooperation with municipal and other non-profit human service agencies. Tolland residents may contact any of the following for an appointment to apply for Energy assistance: families contact Nancy Dunn, (860) 871-3612; seniors contact Rebecca Ellert, (860) 870-3726; residents may also contact the ACCESS Agency in Willimantic, (860) 450-7423. When scheduling an appointment, residents will be provided with a list of documentation that will be needed. If for any reason you cannot make a scheduled appointment, please contact the provider to reschedule your appointment. We are unable to process walk-in applications.

#### Counseling Services Available

The Human Services Department provides counseling services and clinical assessments to Town residents. Common concerns are: school issues, depression, anxiety, job loss, divorce, adjustment issues, family conflict, medical illness and chronic mental illness. Human Services staff collaborates closely with the schools and other providers, and provides referrals as needed. Services are offered to residents of all ages on a sliding fee scale. For more information residents may contact Jennifer Therian, L.M.F.T., at (860) 871-3615.

### Food Bank

The Food Bank will gratefully accept donations received from individuals, organizations and businesses on an on-going basis. Anyone wishing to donate or to sponsor an organization or neighborhood food drive is asked to contact Rebecca Ellert @ (860) 870-3726 or Nancy Dunn @ (860) 871-3612; these individuals will let donors know if there are specific items that the Food Pantry needs.

### Library News

#### Children's Programs—January 2011

- Tuesday: January 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup> & 25<sup>th</sup> – **Preschool Storytime** for ages 3½-5 at 10:15 a.m.
- Tuesday: January 4<sup>th</sup> & 18<sup>th</sup> – **Mother Goose RhymeTime**. Lapsit program for babies ages 6-24 months with parent or caregiver at 11:15 a.m.
- Tuesday: January 18<sup>th</sup> – **Youth Advisory Council** – Students in grades 6 and up are invited to drop in to discuss what they are reading and what they would like to see in the library (and earn credit for one hour of volunteer time too!). Plus, a snack will be provided at 3:00 p.m.
- Wednesday: January 5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup> & 26<sup>th</sup> – **Toddler Storytime** for ages 2-3½ at 10:15 a.m.
- Wednesday: January 12<sup>th</sup> & 16<sup>th</sup> – **Mother Goose RhymeTime**. Lapsit program for babies ages 6-24 months with parent or caregiver from at 11:15 a.m.
- Thursday: January 6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup> & 27<sup>th</sup> – **Afternoon Storytime** for ages 2-5 at 1:30 p.m.
- Thursday: January 6<sup>th</sup> – **R.E.A.D. Dog Smokey** will be at the library with his handler to provide a chance for children to read aloud to improve their reading confidence. Children in grades 1 and up may sign up for a 15-minute block of time. From 5:30 p.m. – 7:00 p.m.
- Thursday: January 13<sup>th</sup> – **Teddy Bear Storytime** – Join Mrs. B for a Teddy Bear storytime followed by a craft. For ages 2 and up; no sign-up required. Children are welcome to come in PJs and to bring their own favorite bear or other stuffed toy. No sign up required; drop in as your schedule permits. From 6:30 p.m. to 7:00 p.m.
- Thursday: January 20<sup>th</sup> – **Stone Soup Storytime** – Join Mrs. B for some real hot vegetable soup, accompanied by "soupy" stories. For ages 2 and up; no sign-up required; drop in as your schedule permits. From 6:30 p.m. to 7:00 p.m.
- Thursday: January 27<sup>th</sup> – **PJ Storytime** – For ages 2 and up; no sign-up required from 6:30 p.m. to 7:00 p.m.
- Friday: January 21<sup>st</sup> – **Young Volunteers Clean Sweep** – Students in grades 6 and up are invited to earn volunteer time by straightening and cleaning up in the library from 2:30 p.m. to 4:30 p.m.

- Saturday: January 8<sup>th</sup> – **Jack Frost Storytime** – Saturday morning storytime for ages 2 to 8; join Mrs. B for some frosty tales and a craft! No sign-up required at 10:30 a.m.
- Saturday: January 22<sup>nd</sup> – **Learn to Crochet** – Laura Ann Weekes from "Have a Heart" will be at the library to conduct a lesson on crocheting (and knitting) to help make blankets to donate to foster care at 10:15 a.m.

*Friends of Tolland Public Library News*

The Friends of Tolland Public Library would like to thank all of you who baked, assembled, sold and bought cookies during our 2010 Holiday Cookie Sale. You provided the most diverse assortment we ever had in such quantities that we were able to assemble a record number of platters – 141. That's a lot of cookies!

*Upcoming Career and Job Skills Workshops*

Turbo Charge Your Career – In order to find a job, do the most meaningful work possible and stay competitive in today's marketplace, you need to have a strong personal brand. You are unique, distinct and different from everyone else out there. In order to maximize your potential and create amazing career opportunities you need to leverage the power of your own personal brand. By incorporating the timeless principles of marketing and branding to your own career your work will become more meaningful, you'll be able to identify your value more clearly and success will find you! In this program you will:

Learn what a personal brand is, see how it can transform your career, discover your unique personal brand, gain more confidence in spotlighting your unique skills & abilities, understand how to develop an action plan to clarify your personal brand to others and identify how to create incredible career & life opportunities on an on-going basis. This workshop will be offered on Saturday, January 15, 2011 from 3:00-5:00 p.m. and Monday, January 31, 2011 from 6:30-8:00 p.m.

Rahna Barthelmess, President & Chief Marketing Strategist of Beacon Marketing will present these two workshops.

*The Eaton-Dimock-King Author Series*

Lucy Anne Hurston, niece of noted Harlem Renaissance writer Zora Neale Hurston and an associate professor of sociology at Manchester Community College, will speak about her aunt's life and career and her 2004 book, *Speak, So You can Speak Again: The Life of Zora Neale Hurston* on January 26, 2011 at 7:30 p.m.

## **Planning & Community Development Department**

### **Building Department**

See attached Monthly Building Report.

### **Public Safety**

#### **Animal Control**

In the month of December, the Animal Control Office answered 90 calls/complaints, which in comparison to last December's 58 calls, kept us quite busy.

The calls described below are a sampling of the complaints investigated in which Animal Control Officers were paged and called into work during non-regular working hours.

- The month started off early with a page at 7:00 am December 1st when a dog was found abandoned in an unattached garage. We were not able to find the Chocolate Labrador's owner however the dog was adopted by a couple from Stafford who could provide a suitable home.
- Our office handled multiple routine calls of lost/found cats, lost dogs, pets hit by motor vehicles and barking complaints. We impounded and returned several roaming dogs to their owners, one which was a Husky who was harassing goats and killed a domestic duck.
- The most unusual case of the month was when we were contacted by a contractor working on a septic tank. He discovered the carcass of a large dog decaying inside the septic tank, on the risers. After a brief investigation, the deceased dog was matched with a Rottweiler Mix that had been missing since October 2009. It is believed that the tank was inadvertently left open for some work to be completed, the dog had fallen in prior to the cap being closed off.
- Two dog bites were reported and investigated this month.
- A resident brought in a cat he found on the road which he thought had been hit by a car. After assessment and seeing that the cat had a possible broken pelvis, the cat was taken to a veterinarian where they agreed to take the animal for treatment and hold it to see if an owner came forward. There was no cost to the Town and the veterinarian was given ownership after the required 7 day waiting period.
- A complaint was received about an injured deer in a resident's yard. Upon investigation the deer was spotted but it was able to escape into the woods. No further reports regarding this issue were taken.
- A report was received one evening for a dog possibly hit by a car on Route 74, upon investigation, nothing was found. The next morning a resident near the area called to report their dog was missing. Over the next eight days the missing dog's owners conducted a large search and sent out flyers, with the help of their family and friends. Throughout the week there were a few possible sightings of the dog. With the use of our humane coyote trap the owners were able to capture the dog. The dog had lost weight

and had some abrasions from being hit, but is otherwise okay and happy to be reunited with its owners.

- This Department also handled numerous neighbor vs. neighbor complaints which now appear to be settled.
- Infractions were issued to two residents who received several warnings to have their dogs licensed and failed to do so since the June 2010 deadline. Of the 77 infractions issued in October 2010 for failure to license, it appears 14 residents have pled not guilty and have court dates scheduled for January 2011.

#### Fire Marshal Report December 2010

- Testing was completed of all smoke detection and call for aid alarms at Old Post Village. The annual inspection of Woodlake was completed. Concluded annual school inspections and forwarded same to Superintendent.
- The Annual Fire Prevention Poster Contest for 4<sup>th</sup> and 5<sup>th</sup> Grade students was conducted. The winning poster was forwarded to the next level of competition.
- The Fire Marshal prepared documents in response to two Freedom of Information (FOI) requests. Year-end clerical duties were performed and NFIRS reporting requirements were completed.
- Alarms were investigated at Ivy Woods, Winding River Village, Norwegian Woods Apartments, Meeting House Commons, the Moose Lodge and Dari Farms Ice Cream.
- Various public educational programs for possible implementation such as "Learn About Electricity" were reviewed.
- The Fire Marshal attended a Town Staff Meet & Greet at Fire Training Center on December 20<sup>th</sup>.
- The Fire Marshal worked in conjunction with the State Police to counsel a juvenile fire-setter.
- The Fire Marshal answered numerous calls from residents concerning woodstoves and followed up on referrals from the Fire Department on chimneys.
- The Fire Marshal has met all training requirements set by the State of Connecticut and is certified through August 2014. He continues to complete mandatory training earlier than required and will continue to enroll in classes as needed.

#### Emergency Management items for the Month of December 2010

- Participated in several conference calls with the Department of Emergency Management and Homeland Security concerning either weather related events or terrorism alerts.
- All School Emergency Procedures and Lock Down Plans were rewritten and updated as required.
- All Town Emergency Operations Plans were rewritten and updated as required.
- Tested and checked Town's Radio communication system with the State Emergency Operations Center.
- A Lock Down drill was conducted at Tolland High School.

*Fire Department items for the Month of December 2010*

- Responded to numerous emergency and non-emergency calls for service.
- Closed out year-end calls and issues.
- Reviewed resumes that were submitted by Public Safety Officer applicants and sent out invitations to take the entrance exam to prospective candidates.
- Conducted a meet and greet inviting Town Officials and members of the department's career and volunteer staff. This provided an opportunity for all of my staff to re-familiarize themselves with Town Department Heads and their area of responsibility, functions and duties.
- Conducted an Employee Assistance Program (EAP) presentation in association with the Town's current provider. Both career and volunteer staff attended. The department has dealt with many large scale traumatic incidents in a relatively short few months, as well as several others during the course of the year. This presentation gave them the reassurance that there is help available to them if they need it and also gave them the tools in which to obtain the help. This meeting was conducted to reduce the stress created by the excessive emergency calls and trauma related activities of late and in preparation for future incidents as the stress of the holidays and poor economy adversely affect many residents in Town.
- Career and volunteer staff were offered special counseling sessions for their spouses/significant others to help those at home to cope with the stressful traumatic events witnessed by and affecting members.
- Conducted two grief counseling sessions with those members that were involved in some of the recent traumatic and tragic events.
- Truck 240's radiator was repaired and is now back in service.

**Public Works Department**

Tolland received an average of 8-9 inches of snow from storm Adrienne on December 26-27<sup>th</sup>. There were no major issues while snow control operations ran smoothly. The Public Works crew used approximately 247 tons of pre-treated salt during this event.

**Resident Trooper Update**

*Statistical Report* – Sgt. Smith has provided the attached Tolland Resident Trooper's Statistical Report for December 2010. The report represents statistics on criminal investigations, accident investigations, motor vehicle enforcement and miscellaneous services.

**Other Business**

- (a) Meetings Calendar: Attached is a calendar of upcoming town meetings and events.

- (b) Facilities Utilization Report: Attached is the Facilities Utilization Report for July through December 2010 which shows usage of Crandall Lodge, the Pavilion, the Fire Training Center, the Senior Center, the Library Program Room and Council Chambers.
- (c) Monthly Reports: Animal Control Report for November, Town Clerk's Monthly Report October through December, Senior Happenings for January.

**OTHER BUSINESS TO BE ANNOUNCED AS WARRANTED**

SRW/hms  
Attachments

*Attachments to this report may be found on the Town of Tolland website at  
[www.tolland.org/government/town-manager/town-manager-reports](http://www.tolland.org/government/town-manager/town-manager-reports)  
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[www.tolland.org](http://www.tolland.org)*