TOWN OF TOLLAND DEMOGRAPHICS - 2017

POPULATION
14,838

HOUSEHOLDS
5,092

HOUSEHOLD INCOME
$112,740

AGE – Median Age - 42

EDUCATION LEVELS

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Less than High School Graduate</td>
<td>2%</td>
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<tr>
<td>High School Graduate or Equivalency</td>
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<tr>
<td>Some College or Associates Degree</td>
<td>29%</td>
</tr>
<tr>
<td>Bachelor’s Degree</td>
<td>25%</td>
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<tr>
<td>Graduate or Professional Degree</td>
<td>20%</td>
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TELEPHONE DIRECTORY
(all numbers have an area code of 860)

Education Department Administrative Offices:
Business Office/Manager 870-6850 x2
School Lunch Director 870-6850 x7
Superintendent of Schools 870-6850 x1

Judicial:
Probate 871-3640

Library:
Library 871-3620

Emergency Calls:
Emergency Medical 911
Fire 911
Police 911

Planning and Community Development:
Building Inspection Services 871-3601
Engineering Services 871-3601
Environmental Health 871-3601
Inland Wetlands Agent 871-3601

Executive:
Town Manager 871-3600
Personnel 871-3600

Registrar of Voters:
Registrar of Voters 871-3634

Finance and Records:
Accounting 871-3653
Assessor 871-3650
Revenue 871-3657
Town Clerk 871-3630

Public Safety Group:
Animal Control 871-3677 x72155
Fire Administration 871-3677 x72142
Fire Marshal 871-3677 x72143
Fire Station 140-Crystal Lake Rd. 871-3681
Fire Station 240-Rhodes Road 871-3682
Fire Station 340-Gehring Road 871-3684
Fire Station 440-Plains Road 871-3688

Public Works:
Public Works Supervisor-Highway 896-9016
Public Works Supervisor-Parks 896-9014
Public Works Operations Manager 871-3696
Public Works Director 871-3694

Human Services:
Director of Human Services 871-3611
Counseling 871-3615
Elderly Services 870-3730
Senior Center 870-3730
Youth Services 871-3612

Resident Troopers 875-8911
Troop C 896-3200

Recreation:
Recreation 871-3610
Recreation Taped Announcements 871-3625

Schools:
Birch Grove Primary School 870-6750
Tolland Intermediate School 870-6885
Tolland Middle School 870-6860
Tolland High School 870-6818

Senior Center 870-3730
Ambulance Billing Line 871-3677 x72142
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<td>Town Manager Letter</td>
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<tr>
<td>Planning &amp; Development - Building Department</td>
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<td>Planning &amp; Zoning Commission and Planning Services</td>
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<td>Zoning Enforcement and Zoning Board of Appeals</td>
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<td>Agriculture Commission</td>
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<td>Conservation Commission</td>
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<td>Inland Wetlands Commission</td>
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<td>Eastern Highlands Health District</td>
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<td>Community Services - Housing Authority</td>
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<td>Emergency Preparedness</td>
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<td>Town Audit</td>
<td>38</td>
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<td>Those Who Served</td>
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<td>Laws and Ordinances of Interest/Facts</td>
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<td>Citizen Inquiry References</td>
<td>inside back cover</td>
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Printed By: Gulemo Inc. Printers  
Edited By: Lynn Bielawiec  
On the Cover: Pictures from Various Residents
Dear Tolland Residents:

As your new Town Manager since September 2019, I am pleased to present the Annual Report for fiscal year 2018-2019. In this report, you will find summary materials on the activities of each municipal department and the Board of Education, as well as other useful information regarding Town activities from July 2018 through June 2019.

Tolland is an attractive place to live, work, and raise a family. Our community has excellent Town services and high quality education programs, along with many recreational and cultural opportunities. As a result of changes in the residential housing market, we have seen in the last several years a considerable reduction in the number of new homes built. Population projections for the next ten years have been reduced significantly given the current slow-down in housing construction. One fifth of Tolland’s 40 square miles now consists of some form of preserved open space – land in Town ownership, State forest and parkland, protected water supply land, and private land under conservation easement.

The Town has also looked to expand its non-residential tax base, but only in those areas deemed conducive for such activities. The Route 195 corridor and the Tolland Business Park are the primary areas for industrial and commercial development. Land suitable for such developments in Tolland is limited, which means that while businesses will be encouraged to locate in Tolland where appropriate, the tax base will for the most part continue to be supported by residential property owners. The Planning and Zoning Commission has revised Zoning Regulations for the Tolland Village Area, as well as adopted regulations for the Technology Zone on Route 195. Financial pressures for maintaining current level of services for both the Town and Board of Education will continue to impact budget planning. My hope is that the public, through documents such as the Annual Report, Town’s website, email subscription service, Town newsletters, public meetings and hearings, and Town-sanctioned social media pages, will become knowledgeable about Town activities, goals, and visions, and the costs associated with either maintaining their existence or bringing new concepts to fruition.

Town staff are committed to improving upon a reputation of high quality and responsive service. Through a combination of Town and State grant funds, the Town is very close to expanding the Highway Garage and converting the former Parker School to 37 units of Elderly Housing. Additionally, since the Birch Grove Primary School was found to have a crumbling foundation due to the presence of the mineral pyrrhotite, via State and local funds, the Town quickly and diligently put together a fast-track plan to demolish the existing Birch Grove School, and temporarily situate its students and staff in modular units for two years while the new Birch Grove School is built. Residents can stay informed about current events in Town by subscribing to the Town's email service on our Town web page (www.tolland.org), Facebook, and Twitter.

In closing, I wish to thank the residents of the Town and its public officials and employees for the hard work performed in the last year that has helped to strengthen the community. I would also like to give special thanks to retired Town Manager, Steven Webner, for his vision and guidance to the community over the past 15 years, and for leaving the Town in excellent shape. In the upcoming year, I look forward to an open dialogue with residents as we continue to confront new and exciting challenges in a positive manner so that Tolland can continue to be viewed by those within the community, as well as others, as one of America’s best places to live.

Sincerely,

Michael Rosen, Town Manager
LEGISLATIVE TOWN COUNCIL

The Town Council is the legislative branch of our Town government. The Council is composed of seven members who are elected at large for two-year terms. The purpose of this body is to provide the oversight and leadership necessary to establish policies that guide the direction of the Town and ensure the optimum delivery of services to residents in the most cost effective manner.

Below is a sampling of the formal actions taken by the Town Council during Fiscal Year 2018-2019:

- Council appropriated $5,000,000 for Road Improvement Bonding.
- Council accepted 3.5 acres on Kent Road South to add to our Open Space properties.
- Approval was granted for new or amended Town ordinances.
- Council established a Building Committee for the Birch Grove Primary School Project and an appropriation of $46,000,000 was approved at referendum by Town residents.
- Council authorized the Town Manager to sign a Memorandum of Understanding to work with Coventry, Bolton and Mansfield on a Regional Economic Development Action Plan.
- Residents approved the FY 2018-2019 Budget in the amount of $56,772,735 with a mill rate of 36.05 mills.

PLANNING & DEVELOPMENT BUILDING DEPARTMENT

Building permit fees received by this office was $270,349, which is 23.4% more than the previous year. The total number of permits issued was 1,010, which is 0.1% less than the previous year. 29 permits were issued for crumbling foundation replacements, with $67,260 in permit fees waived, per Town Code 173-4 (L).

- The Building Department continues to support and encourage the use of the on-line permitting options, which are very popular with homeowners and contractors.
- Additional educational and reference materials continue to be added to the Town webpage. Residents and contractors can access this important information, which covers topics from building code through removing snow from roofs, 24 hours a day.
- The department emails as many permits as possible, saving on time, postage and paper usage, which reduces turnaround time and saves money.
- The permit review and approval time continues to be generally less than 10 days. “Express” permits are usually approved the same day.
- The Building Official assisted on many Town Projects, by way of plan review and consultation on various code and design issues.
- The Building Department accepted, processed, reviewed plans, issued permits for and inspected 7 new single-family homes and 21 solar P.V. installations.
- The Building Official responded to a total of 23 emergency calls from the fire department, 10 of which were after normal hours.

<table>
<thead>
<tr>
<th>Number of permits issued</th>
<th>1,010</th>
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<tbody>
<tr>
<td>Building Permit fees collected</td>
<td>$270,349</td>
</tr>
<tr>
<td>Total value of construction</td>
<td>$20,488,915</td>
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<tr>
<td>(not including municipal)</td>
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<tr>
<td>Number of inspections conducted</td>
<td>1,316 (multiple permits at one address are counted as one inspection)</td>
</tr>
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</table>

PLANNING & ZONING COMMISSION AND PLANNING SERVICES

PRINCIPAL FUNCTIONS:

The Planning and Development Department is charged with reviewing building and development projects to ensure compliance with State and Town codes and regulations. The Department also conducts long range development and conservation projects and studies, gathers community data, advises the public on planning and zoning matters, encourages sound economic development, and assists other town agencies as needed. The Department helps to maintain the Town’s Geographic Information System (maps and associated spatial data).

Staff provides technical guidance, support and administrative assistance to the Planning and Zoning Commission, Zoning Board of Appeals, Inland Wetlands Commission, Conservation Commission, Agriculture Commission, Sustainable CT Committee and the Design Advisory Board. Staff provides administrative support to the Water Pollution Control Authority and processes applications to connect to the Town’s water and sewer systems. Staff provides support to the Economic Development Commission and, as needed, to the Water Commission. The Department assists the Tolland Non-Profit Housing Corporation with some administrative and record-keeping duties.

HIGHLIGHTS:

- The Planning and Zoning Commission continued working with a consultant, Goman + York, to update the Plan of Conservation and Development. Additional public workshops and working sessions with the Commission were held throughout the year. A telephone and on-line survey were conducted in late fall.
- The Planning and Zoning Commission undertook a number of zoning regulation updates to allow: farm wineries and breweries; medical marijuana production facilities; pre-development site grading in some business zones; and two-family dwellings, under certain circumstances, in residential zones.
- The Design Advisory Board reviewed plans for a car wash, contractor space, a building addition for a religious institution and a self-storage facility.
- Staff worked with the towns of Bolton, Coventry
and Mansfield to retain consulting services for the preparation of a 4-town economic development action plan.

- The Commission approved the relocation and expansion of a religious use in the business park, the expansion and conversion of a building into a self-storage facility on Hartford Turnpike and the re-tenanting of two key retail spaces along Merrow Road.

- Anchor Engineering was selected to design an ADA-accessible pathway to connect the Hicks Memorial Municipal Center and Library with the Tolland Intermediate School, Parker Place and the Tolland Recreation Center. Construction of the pathway will be funded under the Community Connectivity Grant Program.

- The Eastern Gateways Study concluded. The study was conducted by a consultant on behalf of the Capitol Region Council of Governments and engaged Tolland, Bolton, Coventry, Mansfield and UConn in addressing transportation corridors.

- Staff participated in the update of the regional Natural Hazards Mitigation Plan, which was prepared by a consultant for the Capitol Region Council of Governments.

- The design for the reconstruction of Old Cathole Road was completed and staff began preparing for the bidding process.

- Staff continued to undertake required tasks to meet the State’s stormwater requirements (known as “MS4”).

- Construction began on College View Village, an 87-unit town house development previously approved by the Planning and Zoning Commission.

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**Applications Received**

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<tbody>
<tr>
<td>Subdivision &amp; Resubdivision</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Special Permit, Site Plan &amp; Map or Regulation Revision</td>
<td>6</td>
<td>8</td>
<td>12</td>
<td>18</td>
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</table>

- Enforcement activities included a number of sign violations, chickens on undersized lots and investigating other potential violations.

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**ZONING ENFORCEMENT AND ZONING BOARD OF APPEALS**

**PRINCIPAL FUNCTIONS:**

The Zoning Enforcement Officer issues Zoning Permits, endorses Certificates of Occupancy, advises and assists the public on zoning matters, handles and investigates complaints and enforces zoning regulations and the noise ordinance.

The Director of Planning & Development serves as the technical advisor and administrator to the Zoning Board of Appeals (ZBA). The purpose of the ZBA is to vary, as appropriate, elements of the Zoning Regulations, hear and decide appeals of the Zoning Enforcement Officer’s decisions and handle Certificates of Approval for the location of motor vehicle uses.

**HIGHLIGHTS:**

- Variance requests were predominantly for residential accessory structures (e.g., garage or shed).

- The ZBA denied one appeal from a resident since the Board did not have jurisdiction over the matter being disputed.

**Applications Received**

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<tr>
<td>Special Permit, Site Plan &amp; Map or Regulation Revision</td>
<td>6</td>
<td>8</td>
<td>12</td>
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**Fiscal Year**

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<td>Variance Applications</td>
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<td>5</td>
<td>10</td>
<td>12</td>
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<td>Appeals</td>
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<td>0</td>
<td>1</td>
<td>2</td>
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**Zoning Permits Issued**

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<tr>
<td>Zoning Permits</td>
<td>165</td>
<td>166</td>
<td>166</td>
<td>163</td>
<td>200</td>
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**AGRICULTURE COMMISSION**

The Agriculture Commission is charged with supporting farming in Tolland. Its mission includes working with farmers and Town commissions to foster a better understanding of agriculture, promoting locally-grown products, monitoring compliance with the lease of town lands to farmers, and supporting groups and organizations in their pursuit of agricultural interests, in addition to other responsibilities.

**HIGHLIGHTS:**

- Worked with Human Services to expand the “Tolland Fresh” voucher program, after a successful pilot year. The program connects income-qualified residents with fresh produce at local farms.

- Planned for Tolland’s first ever farm-to-table event.

- Reviewed lease provisions for town-owned farmland and recommended changes.

- Requested that the US Natural Resources Conservation Service (NRCS) review the town-owned Campbell Farm. The NRCS issued a report that makes recommendations for future agriculture uses.

- Attended an Eastern Connecticut Agriculture Commission workshop which focused on hemp cultivation.

- Hosted a regional meeting of other municipal agriculture commissions. The meeting was well attended with commissioners from Mansfield, Ashford and Stafford in attendance.
ECONOMIC DEVELOPMENT COMMISSION

The purpose of economic development is to enhance the Town’s tax base by increasing business property investment. Appointed by the Town Manager, the Economic Development Commission, five members and two alternates, bring diverse business knowledge and experience, in an advisory capacity. The Commission meets on the first Wednesday of every month. The Commission works with the Town Manager and staff to plan, organize and administer an economic development program that promotes and supports the growth of the Town’s business activities. The Commission also works with the Planning and Zoning Commission on the development and review of regulations and specific applications for zoning approvals that affect business related activities.

- Members of the Commission met with several prospective business owners/developers throughout the year and advised them on various sites, uses and strategies.
- The Commission recommended zoning changes related to land clearing based upon a meeting with a local developer and their recommendations. The zoning changes were adopted.
- The Commission facilitated a discussion with a new business prospect (self-storage Company) regarding a fixed, predictable tax schedule for the first five years after moving into Tolland. The Commission made a recommendation and the schedule was approved. The business did end up choosing Tolland.
- Members of the Commission participated in a Regional Economic Development Study and Focus Group with Mansfield, Coventry and Bolton to explore the possibility of a regional approach. A Marketing/Consulting Firm facilitated this and we are waiting for results and suggestions.
- Based upon feedback from prospective and existing business owners, the Commission moved forward with a scheduling change to 6:30 P.M. meetings instead of morning meetings.

CONSERVATION COMMISSION

The Tolland Conservation Commission was created in 1998 to maintain an inventory of open space and natural resources, educate the community on conservation issues, and explore cooperative relationships with land trusts and conservation organizations. Currently the Commission is responsible for 20 properties, comprising roughly of 1,045 acres and with approximately 25 miles of trails. Its evolving role includes advising the Town Council on open space and conservation matters, overseeing the preparation and implementation of conservation area management plans and promoting enjoyment of conservation areas.

Conservation areas are maintained by the Tolland Conservation Corps and property stewards. The Head Steward coordinates the Conservation Corps. Each conservation area has one or two stewards to oversee the property and address minor maintenance concerns. All members of the Tolland Conservation Corps, including the Head Steward and Property Stewards, are volunteers and provide their services at no cost to the Town. The Property Stewards provide approximately 400 hours of free labor annually.

HIGHLIGHTS:

- The Commission submitted a request to the Planning and Zoning Commission to revise drive-thru’s.
- The Commission organized a Sub-Committee designed to plan a meet-and-greet/feedback session with existing Town businesses. This plan will be used to facilitate a session in 2020.
- Staffed a booth at Celebrate Tolland to provide information on the Town’s Conservation Areas.
- The Conservation Corps began building stairs to reach a summit at the Stoppleworth Conservation Area.
- Continued to mark property pins on Conservation Areas.
- Participated in site walks and discussions about potential land acquisitions.
- Continued public outreach via social media.
- Completed its second annual Conservation Photo Contest.

INLAND WETLANDS COMMISSION

PRINCIPAL FUNCTIONS:

The Inland Wetlands Commission and its staff enforce the Inland Wetlands and Watercourses Regulations, review activities that might affect wetlands and watercourses and issue permits accordingly.

HIGHLIGHTS:

In addition to reviewing applications for Wetland Permits, the Commission worked with property owners who had conducted activities without obtaining permits. The goal was to bring the properties into compliance and obtain required permits when needed. The Public Works Department continued to operate under a general permit for maintenance operations, minimizing administration while maintaining Commission authority and oversight associated with activities in the regulated area. This same approach applies to activities at the Town’s conservation areas.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Applications Received</th>
<th>Permits Issued By Commission</th>
<th>Public Hearings</th>
<th>Violation Hearings</th>
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<tr>
<td>2015 - 2016</td>
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<td>2017 - 2018</td>
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<td>2018 - 2019</td>
<td>21</td>
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EASTERN HIGHLANDS HEALTH DISTRICT

PRINCIPAL FUNCTIONS:

The Eastern Highlands Health District has served its communities faithfully since 1997. The Health District is committed to enhancing the quality of life in its communities through the prevention of illness, promotion of wellness and protection of our human environment. The pursuit of this mission is realized by assuring that other community agencies provide certain public health services within the region and by providing specific public health services directly. The services directly provided include a communicable disease control program, public health education, community assessment and public health planning, emergency preparedness and a comprehensive environmental health program. The main components of the environmental health program include on-site subsurface sewage disposal permitting, complaint investigation program, food establishment licensing and inspection and environmental monitoring program.

ACCOMPLISHMENTS:

- Board of Directors adoption of an operating budget of $836,382 for FY 19/20, which is a 3.0% increase from the previous fiscal year.
- In partnership with many of our member towns the Substance Abuse in Our Communities Workgroup was established in 2016 with the goal of advancing opioid addiction prevention, treatment and recovery efforts in our local communities. Most notably in the past year the workgroup obtained a $8,000 mini grant that supported the development and distribution of model policies to stage NARCAN in Town buildings and campaigns to promote community awareness and drug take back activities.
- In April we formally launched the backside of our ViewPermit on-line permit application and payment system, and subsequently launched the public portal in the following October.
- Our efforts in Public Health Emergency Preparedness continue to expand by adding new members to the Medical Reserve Corps unit, with the unit participating in more training, exercises and real world responses. A few examples include Medical Aid Station Team support for the Hartford Marathon, pop up flu clinics and a deployment in response to Hurricane Florence.
- With the passing of new legislation, the State of Connecticut has adopted the FDA Food Code. Parts of the Code are in effect and eventually the entire code will apply to all restaurants state-wide. Over this fiscal year much has gone into preparing for this transition. This includes the completion of FDA on-line field staff training, informing local food establishments and aligning fee schedules with FDA food establishment definitions. We look forward to continuing the important partnership we have with our area restaurants as we work together to implement this important change.
- The health district now employs its first Registered Nurse. While only a part-time appointment the position greatly improves our communicable disease control capabilities, pop up wellness clinic capacities and medical reserve unit leadership.
- Salient projects and initiatives in support of specific member towns during this past year include: Town of Bolton response to Lower Bolton Lake blue/green algae bloom; Coventry risk communication support regarding Coventry Lake Hydrilla treatment; technical and monitoring support for Tolland in addressing elevated NaCl in wells; technical support for Scotland regarding arsenic in wells; and, support for Mansfield and Coventry in their community sustainability efforts.
- Communicable disease control activities included review and follow up (as needed) of 1,036 case reports and conducted 22 disease outbreak or individual case investigations.
- Main indicators for environmental health activity in Tolland include: 165 site inspections for septic systems; 153 septic permits issued; 10 well permits issued; 29 complaints investigated; 55 environmental samples taken for lab analysis; 79 food establishment inspections and other health inspections; 153 public health reviews and 155 test pits and perc tests.

PLANS FOR FY 2019-2020:

- Material upgrade of our on-line permitting and application platform.
- Complete transition to FDA Food Code.
- Update agency strategic plan.
- Implement a Cosmetology registration and routine inspection program.
- Address the individual public health needs of member towns as they arise.

COMMUNITY SERVICES

HOUSING AUTHORITY

The purpose of the Housing Authority is to ascertain the housing needs of our elderly citizens and to develop programs which will meet their needs. In addition, the Tolland Housing Authority is responsible for the management and maintenance of thirty units of housing referred to as Old Post Village.

HIGHLIGHTS:

- Monthly Board meetings are held on the third Wednesday at 9:00 a.m.
- The Management Plan for 2019 was presented to DOH and approved.
- The Annual Meeting and inspection of apartments was held and the Annual Dinner was catered by Willington Pizza.
- Steve Merton and Dave Young were appointed to the Board of Commissioners.
- Town Council approved lowering the payment in lieu of taxes to 3% for another year.
- The Elderly Renters Assistance Program was approved.
• A CD was renewed for another year.
• The Resident Services Coordinator Grant was approved.
• The Annual apartment checklist was completed.
• Energy Assistance applications were prepared by the Resident Services Coordinator.
• Eight applications were accepted and placed on waiting lists, some tenants moved and three tenants moved in.
• The Public Official Liability for Special Services was signed.
• A Budget for 2019 was prepared and approved.
• Holiday baskets were prepared by the Rockville Exchange for tenants.

RESIDENT SERVICES COORDINATOR PROGRAMS:
• The Irish Step Dancers entertained the residents in March.
• The Out-to-Lunch Bunch continued.
• Renter’s Rebate and Energy Assistance applications were prepared.
• A cook out was planned and held.
• Musical entertainment was provided by the Senior Center employees.
• Questionnaires were sent to tenants asking for their birth dates and apartment numbers.
• Residents’ planning meetings were held.
• Residents met with the Fire Department in regards to CPR training and a First Aid program.

ASSESSMENT OF NEEDS:
Apartments are renovated when vacant. The Housing Authority is trying to implement replacements and improvements as needed.

DEPARTMENT OF HUMAN SERVICES
The Department of Human Services is a multi-generational service agency whose mission is to enable Tolland residents 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. Human Services provides multi-systemic services and resources, enabling residents in crisis to access a broad variety of needed services. Resident needs are met through case management and coordination of State and local social services, assisting residents with applications and determination forms for all local, State and Federal resource and entitlement programs. Staff assists residents/families who are facing shelter crises such as utility shut-off, loss of heat, eviction or foreclosure, or crises related to medical/mental health issues by providing crisis counseling and budget counseling, resources and referrals. The Human Services staff assists with emergency shelter management at the Tolland Senior Center and administers fuel assistance programs, the Renters’ Rebate Program, the Housing Rehabilitation Loan Program and the Small Cities Community Development Block Grants.

The Human Services staff also offers programs to assist residents. Tolland’s Food Bank supplements the food resources of households. Approximately 42 Tolland households currently utilize this program on a monthly or as needed basis. During the winter holiday season, the Human Services’ Care & Share Program provides Thanksgiving and December holiday food baskets to qualifying senior, individual and family households; holiday gifts are also provided to children within these households. During the 2018 holiday season, 122 households received holiday food baskets and 86 children received gifts. This program is possible through the generous support of local individuals, civic organizations and businesses.

The Human Services Director works with the Town Manager’s Office to administer the STEAP Program and served as the project administrator for various infrastructure projects, such as the Library Expansion Project and the Highway Garage Expansion Project. Human Services staff also seeks out Federal, State and local grants to further aid residents.

Human Services has many and varied programs and services addressing the needs of Tolland residents.

YOUTH & FAMILY SERVICES
Youth & Family Services is committed to the healthy development of our youth through positive youth development activities, education and prevention programs, youth and family crisis counseling and assessment and referral services for youth and families. Staff assesses the short-term and long-range needs of Tolland youth and families, develops plans to meet those needs and supports or implements programs directly or in cooperation with other organizations.

Youth & Family Services sponsors programs that focus on families with youth of all ages. These programs foster leadership, teamwork and cooperative skills, an opportunity to work with adult mentors and the opportunity for youth to develop skills that will strengthen their ability to successfully meet the challenges they face as they mature. Tolland Youth Services Community Theater (TYSCT), started in 1997, has encouraged youth to explore their creative abilities through the annual summer musical theater program. In 2019, approximately 150 youth ages 6-18 participated in the TYSCT performance of Disney’s FROZEN Jr., 130 onstage and another 20 youth assisting with lighting, sound and backstage crews. The TYSCT Coffee House, started in 2009, offers high school students another performance venue, with 35-45 area students participating each year. In 2014, Youth Services, in collaboration with district school administrators, established a Juvenile Review Board, which provides a community-based mechanism for diverting appropriate juvenile cases from the Juvenile Court system. Our local collaboration team includes Youth Services, School Resource Officer(s), middle and high school administrators and area service providers. The JRB team has
established programs utilizing both prevention and intervention strategies, mentoring and incorporating other clinical and developmental behavioral supports. Youth Services also promotes relevant parenting workshops and educational forums of interest to families and the community.

Programs for youth and families are partially funded by Youth Services Bureau grants awarded through the Connecticut Department of Social Services and Prevention grants funded through the Department of Mental Health and Addiction Services.

**ELDERLY OUTREACH**

Navigating the world of programs and services can be confusing as there are so many options out there. The Elderly Outreach Caseworker, who is also the municipal agent and the Human Services Case Manager, are both Certified CHOICES (Connecticut’s Programs for Health and Outreach Information, Insurance Assistance and Referral Counseling and Eligibility Screening)/SHIP Counselors (State Health Insurance Assistance Programs) and can assist elders identify options for health insurance coverage. An assessment of the elder’s current, health, financial and living situation is available with a developing Plan of Care based on the client’s needs. Case Management services include: an identification of community resources and funding options for home care services such as transportation, home delivered meals, town and state social services, Medicare, Medicaid, Adult Day Care and Emergency Response Systems. Home visits are available to those residents who cannot come to the Senior Center or the community.

Programs for youth and families are partially funded by Youth Services Bureau grants awarded through the Connecticut Department of Social Services and Prevention grants funded through the Department of Mental Health and Addiction Services.

**SENIOR CENTER**

The Senior Center, located at 674 Tolland Stage Road, offers a variety of programs to residents 60 and older. Some of the programs include: luncheons, health clinics, monthly celebrations and informational programs about benefits available to seniors, senior trips, annual senior show, annual dinner/social, volunteer opportunities and intergenerational, musical and social programs. The monthly health clinics include blood pressure monitoring, blood sugar monitoring, foot care and an annual flu shot clinic. The Senior Center also sponsors a Blood Drive twice a year. A published monthly newsletter is available at the Senior Center, sent to those who are homebound and is available on the Town website. Numerous and exciting events are planned by the Activities Committee. The Annual Senior Banquet held in the fall is always an exciting event. There are also numerous educational programs sponsored by the Senior Center. Every Monday and Wednesday the Senior Center provides a nutrition program which offers delicious lunches for $4.00 per person. This is a well-attended event promoting healthy meals and socialization. At the end of every month, the Senior Center provides a dinner in celebration of those who have had birthdays during the month. Quite often, there is live entertainment.

There are two major fundraisers sponsored by the seniors every year. In the spring, the seniors present the Annual Variety Show held at the Tolland High School. This fundraiser draws 400-500 people from Tolland as well as our surrounding towns. The second fundraiser held in December is the annual Craft & Bake Sale, which raises money by seniors offering home baked goods and crafts. The support from the Town residents is overwhelming and much appreciated.

On Monday mornings, approximately 30 seniors meet as a part of the “Note-ables”, the senior chorus. They are in demand, as they perform throughout the area several times a year. Many nursing home residents and members of other Senior Centers look forward to the joy the “Note-ables” bring to their facility. These programs provide a support system, a time to laugh and sing, creating a feel-at-home atmosphere for Tolland seniors. The Exercise program offered every Tuesday and Thursday morning is well attended. In addition, we have added a chair yoga program Tuesday mornings. Exercise is linked with increased longevity. It is also a great mood enhancer and aids in decreasing depression. Both programs are low impact, stretching, balancing and toning, making this a pleasant and doable experience. Line Dancing is offered weekly on Thursday afternoons. Billiards on Mondays, Wednesdays and Fridays has regular attendance of both men and women. We now have a shuffleboard table for a fun activity. Old Rubber Band, which meets every other Monday, has quite a few members that have resumed playing an instrument again. Some come to sing or just to listen. Senior Center activities have drawn many out of their homes. These are ever expanding programs. Book Club, Painting and Dominos continue to spark an interest for some. Our latest program, mahjong, meets every Tuesday afternoon. The Knitting and Quilting classes have a loyal following. A hands-on cooking class, “Seniors with Thyme” is quite popular and meets once a month. Overall, everything offered from this beautiful facility brighten the lives of many people in Town. All residents can view what is happening at the Senior Center by going on the Tolland website or better yet, why not drop in and say hello.

**RECREATION & ADULT EDUCATION**

**PRINCIPAL FUNCTIONS:**

The Recreation Department coordinates a wide range of programs and special events throughout the year. Brochures are provided three times a year containing program description and registration information. Email blasts are sent out periodically to those who have current email addresses listed with the Tolland Recreation Department and the Town’s eblast system. All our programs can be registered on-line.

The Tolland Recreation Department continues its efforts to make your online experience easier. We are continually looking for ways to revamp our website to be more user friendly. Visit the website at www.tollandrec.com and explore the Recreation Department’s page to view the many new and exciting programs.
The Tolland Recreation Department worked with an Eagle Scout (Sean Duff) this past spring. Sean Duff built a new lifeguard station for Crandall Park. The lifeguard station provides an area for rescue equipment, a first aid station and participant check in area.

Various special events took place this past year. We had our third annual Eagle Freeze. Once again, our department collaborated with the Tolland Fire Department to run this fun and safe event. Participants came and jumped in the ICY WATERS OF CRANDALL PARK!! Participants were encouraged to dress in costumes. All the profits benefitted equipment for the Tolland Recreation Department and Tolland Fire Department.

Along with the Eagle Freeze, the Tolland Recreation Department was able to fund the annual Celebrate Tolland event. The event was well attended.

Other notable events that took place were the Trick or Treat event at the Recreation Center, and our department assisted with the Cider Mill Road Race.

Our department also held its second annual Pickleball Tournament. We had a great turnout for the event. Participants received a t-shirt, lunch and game play for their entry fee. We had the maximum number of teams that we could support.

Our Department is very proud of the Special Events that are offered throughout the year for all ages. These events draw hundreds of people each and every year.

The After School Program continues to provide families with an excellent option for their children to enjoy activities after school. The program averaged 15 participants this past year and services children in grades 3-8.

The Youth Basketball Program had 319 boys and girls participate. This was an increase from last year. Games and practices are held on Saturday mornings. The department uses the gymnasiums at Birch Grove Primary School, Tolland Intermediate School, Tolland Middle School and Tolland High School.

This Department has expanded programs for children and adults. We offered new and exciting trips and improved the traditional programs such as Summer Camp, Preschool Programs, Youth Programs and Adult classes. New classes added this year were Soccer Shots, Chair Yoga and Futsal Soccer Clinics. Zumba and Yoga continue to grow in participation.

Our scholarship program, Tolland C.A.R.E.s, which started in 2016, is still actively helping Tolland residents in financial need to be able to participate in recreational activities. To date, we have been able to disburse approximately $4,400 to multiple families in Tolland.

The Tolland Recreation Department, through the Recreation Advisory Board, worked closely with all the youth sports organizations on field improvements, participation issues and budgets.

Coordinating the rental of the Lodge continues to be a busy job with scheduling and training part-time staff to oversee the events, weekly showings and set up and cleanup. The number of rentals continues to be consistently high with people able to book events a year in advance. The Lodge is available for year round use and is very popular for small weddings, family events, business events and social events. This past year all the area rugs in the Lodge were replaced and baby changing stations were added to both the women’s and men’s room.

The Pavilion at Crandall Park is also popular as a spring/summer rental place especially with the structure looking so nice. As long as the weather cooperates, we are seeing more requests for fall rentals as well.

The Tolland Recreation Department extends a sincere thank you to all volunteers and instructors of our many programs.

PERMANENT CELEBRATION COMMITTEE

The Permanent Celebration Committee organized and successfully completed the 2018 annual tree lighting, as well as, the 2019 Memorial Day parade and service. The committee is currently organizing the 2019 Holiday Tree Lighting.

The 2018 Tree lighting was very well attended and enjoyed by people of all ages. The weather cooperated, and the crowd enjoyed the Madrigal singers, Mr. and Mrs. Claus and as always the highlight was the hot chocolate and snacks. Thank you to Dunkin Donuts for their continued support of this program, as well as, all the volunteers that helped run the event.

The 2019 Memorial Day parade, always held on the Sunday of Memorial Day weekend, was also well attended. The theme of the parade was “Honoring our Defenders of Freedom”. Thank you to the volunteers, the Veterans Recognition Commission and VFW Post 10689 of Ellington and Tolland.

As usual, Tolland residents were generous with donations at these two events, giving several hundred dollars at the parade for the veterans who live at the state home in Rocky Hill and cash and many pounds of donated food at the tree lighting for the Tolland Food Pantry.

The committee consists of President, Mary-Pat Soucy, Vice President, Deborah Wagner, Treasurer, Sharon Hiller, Members, Toni Moura and three new members Jen Dufour Blackwell, Celeste Senechal, who is the Secretary and Kate Field. The Committee thanked Robin Nicolai for her service as she left in October, 2018. In November, Kate Farrish left the Committee and was thanked for her nine years of service. All Permanent Celebration Committee members support other Tolland civic causes such as the Trunk or Treat, the 5K Cider Mill Road Race, Tolland Cares and the Tolland Historical Society and Tolland Public Schools. The commitment and caliber of this committee is stellar.

This year, the committee reviewed their charge:

To recognize, accommodate and foster pride and pa-
triotism among the citizens of Tolland in our nation, our state and our Town and to demonstrate evidence thereof through the development and conduct of programs and activities.

Following this review, the committee actively supported the Recreation Department’s event Celebrate Tolland in 2019 and discussed continued support for this event in future years.

LIBRARY SERVICES

PRINCIPAL FUNCTIONS:

The Tolland Public Library serves the Town of Tolland by providing library materials and services to support the leisure time, general information and educational needs of its citizens. The library assists residents of all ages through the development of specific services and materials appropriate to its users from birth through old age. Materials in a variety of formats including fiction and nonfiction books, large print books, popular periodicals in print and electronically, downloadable e-books, downloadable audiobooks, e-readers, audiobooks, music CDs, DVDs, board games and databases are available. Reference services are provided via email, telephone and in person. If the library does not own an item that a patron has requested, it can usually be obtained through a system hold or an interlibrary loan. In addition, the library offers free online job resources (JobNow), free story hours for babies through preschoolers, summer reading programs, museum passes, book discussions for children, young adults and adults and programs for adults that cover health, business, finance, music and more. The public has access to a fax machine, copier (color and black and white), printers (color and black and white), scanner, laminating machine, shredder, 3-D printer, light box, Oculus Virtual Reality stations, Apple computers with midi and music software and video editing and production software, computers with Internet access, online catalogs of Tolland’s collection and collections of most libraries in the state of Connecticut and the Microsoft Office suite of software.

The Tolland Public Library takes advantage of several statewide services and programs specifically designed to enhance the materials and services offered by Connecticut libraries. There is access to a vast collection of materials at the Middletown Library Service Center.

This year maintaining full staffing at the library was a challenge due to medical leaves and resignations.

HIGHLIGHTS:

- Library collection in all formats: 71,604
- Total number of registered borrowers: 4,905
- Library circulation transactions: 99,179
- Reference questions answered: 7,207
- Number of items borrowed from other libraries: 5,159
- Number of items lent to other libraries: 3,060
- Number of programs: 410
- Number of people attending programs: 6,172
- Library visits: 97,098
- Number of hours open per week: 54

PROGRAMS:

In fiscal year 2018/2019, the Tolland Public Library offered a total of 71 children’s and young adult programs, with 3,309 attending. The library’s children’s and youth programs included:

- **Early childhood programs** like 10,000 Books and the Library/Family Resource Center story play group; year-round preschool story times, Little Learners; Halloween Party; cut out snowflakes; puppy and pages; Easter Storytime; Tuesday Tales; and children’s performer Edward Leonard.

- **Programs for School-Age Children** included the field trips by all first grade classes at Birch Grove Primary School, who received their first library cards in May 2018 and the Summer Reading Pro- gram for children entering grades K to 9. This year’s special event programs included free French lessons; a continuation of the Reading Club; visits from reading therapy dogs; a Mad Science program on sound; a visit from the Yard Goats mascot; after school activities; Halloween Party; Turkey Hunt; cookie decorating; cartooning program; Slime Time; Slime Time 2; making Valentine’s Day cards; Science behind Superheroes; Dash and Dot; Flower craft; and kids yoga. Children’s chess classes were offered in the summer and through the school year, thanks to dedicated chess teachers Ed Faber and Gary Duckett. With funding by the Tolland Public Library Foundation a number of movies were shown to children and teens.

- **Outreach Visits** were made to students at the Family Resource Center’s summer camp at Birch Grove, to the FRC’s annual Child Care Fair and to Family Literacy Night at Birch Grove Primary School.

- **Young Adult Programs** included Teen Thursdays, Tech Time, Craft events, movies, a cupcake war and Candy Sushi.

- **Family Programs for all Ages** include the annual Take Your Child to the Library Day in February and our Touch a Truck Day, which draws dozens of people to the library each June to check out equipment from Public Works, Fire, Police and rescue vehicles, as well as many trucks from the community!

In fiscal year 2018/2019 Tolland Public Library offered 242 programs for adults with 2,759 people attending. These totals included ongoing group events (book discussion groups, knitting groups, a writers circle, monthly movies, a cookbook club, and the new addition of a tabletop game group for families and a meditation group). Programs were sponsored by the Friends of the Tolland Public Library, the Tolland Public Library Foundation as well as staff organized events and included the following: Charles Monahan author of CT Icons; Richard Pfau author of Your Behavior: Understanding and Changing the Things You Do; a dog training pro-
gram, Don Amore, author of *A Franchise on the Rise*; Kids Eat Right program; Inexpensive Chinese Violins, Antarctica travel program; Lost Acres String Band; the movie *Nikki’s Family*; Steve Parlato, author of *The Precious Dreadful*; Buying/Selling Houses; free practice SAT tests; Michael Downs, author of *The Strange and True Tale of Horace Wells*; First Ladies; Festival of Trees reception; Horizon Wings; Dawn Metcalf, author; UFOs; florist Bob Buettner; Law and Special Education; Photography; No Bloat Diet; Child Trafficking; Start the New Year with Meditation, Overdrive, Essential Oils, Bluegrass Music, Nutrition program, Debbie Vinick, harpist; Opinionated Women panel; Lou Gehrig, storyteller; Needle felting; Susan Campbell, author; Meditation for Inner Peace; and Peter Marteka hiking program.

The Tolland Public Library once again participated in the Connecticut Author Trail which was held from July until September.

**BUILDING:**

In October the grand opening and dedication of the David E. Golden Discovery Center occurred. This lab is open to the public and contains game construction software, midi and music resources, video editing and production software and Oculus Virtual Reality stations. The Golden Center has been made possible by the support of the Tolland Education Foundation and the Superintendent of Schools. Training of patrons occurred throughout the year.

The entire library had a carpet cleaning in August 2018 which required the building to be closed to the public. The staff worked around the cleaners and had training sessions in Overdrive and the new photocopi-er. In the afternoon the staff assisted Fran Weigand, the Senior Center Director, by cleaning out and organizing the craft closet in the basement.

The Public Works Department hung two white boards in the Conference Room and patched and painted some holes.

Patrons continue to make good use of the many spaces available to them since the renovation. Study rooms, the program room and the children’s story hour room are in demand. The comfortable seating and the study tables in the Adult Reading Area are also very popular.

**SUPPORT GROUPS:**

Barbara O’Connor, Marilyn Shirley, Mary Jo Leahy, Debra Slack, Bettye Jo Pakulis, Lynn Caley and Susan Simons served on the Tolland Public Library Advisory Board. Susan Simons is the Chair and Marilyn Shirley is the Secretary. The Board approved policies regarding art exhibits, board games, circulation and wireless public access.

Linda Byam, Kate Farrish, Alison Haigis, Dani Titterton, Cliff Vachon, Mike Byam and Jan Rubino served on the Tolland Public Library Foundation. Linda Byam is the Chair, Dani Titterton is the Vice-Chair, Kate Farrish the Secretary and Jan Rubino is the Treasurer. The Tolland Public Library Foundation continues to fund the library’s online databases, which include Ancestry.com, Tumble Books, Job NOW, Atozdatabases and Event Keeper Registration from the Eaton-Dimock-King endowment account. The Foundation also continued to fund a movie licensing subscription. The Foundation also funded games, a trial subscription to Hoopla a streaming service, 3-D Doodle printing pens, LEGO sets, Dash and Dot robots, Harry Potter coding kits, iPads and holders, and filament and printer bed for the 3-D printer. Programs supported by the Foundation included authors Dawn Metcalf, James Herbert Smith and two columnists for a panel discussion, Steve Parlato and Susan Campbell.

Joan Vertefeuille chaired the Friends of the Tolland Public Library which held several fundraising activities in order to enhance the services, programs and materials offered by the Library. The Friends held a very successful holiday cookie platter sale, an ongoing book sale in the library and the annual Festival of Trees. In addition catnip mice and book bags were sold in the library. The Friends funded BookPage, a monthly publication which reviews upcoming books, the online events calendar and Wowbrary, an email notification system of new library materials. They also sponsored speakers for adult programs (Holiday Floral Arranging, Nikki’s Family, and Horizon Wings). The Friends continue to fund the popular museum passes to the Basketball Hall of Fame, the Children’s Museum, Roaring Brook Nature Center, the Connecticut Trolley Museum, Lutz Children’s Museum, Mark Twain House and Museum, Mystic Aquarium, New England Air Museum, New Britain Museum of American Art, Old Sturbridge Village, Roger Williams Park Zoo and Springfield Museums. The Friends provided funds for plexiglas holders for shelf signage, a laminator, step stools and giveaways for the Passport Program. The Friends have had continuing success with their dedicated book sale area.

**DONATIONS:**

- Friends of the Tolland Public Library
- Tolland Public Library Foundation
- The Nookless Knitters
- Tolland Garden Paths
- The MOMS Club of Tolland
- Joe Marandino
- Bob and Carol Schmartz
- Naomi Pomper
- Carol and Baker Salsbury
- Kate Farrish
- McDermott Family Trust
- Irene Pudelkiewicz
- Dr. Frederick Daniels
- Dale Vannie
- Rob Lindauer
- Jorgensen Auditorium, Summer Reading Program
- New Britain Bees, Summer Reading Program
- Yard Goats, Summer Reading Program
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- Applebee’s, Summer Reading Program
- Quassy Amusement Park, Summer Reading Program
- Connecticut Sun, Summer Reading Program

**DONATIONS IN MEMORY:**
- Phoebe Dimock King and Elizabeth King Eaton Endowment Fund
- Lois Barlow Cox Query Endowment Fund
- Linda and David Anderson in memory of their son Marshall David Anderson
- Duane and Pat Pfistner in memory of Liz Symonds
- Ted and Donna Dobieski in memory of Liz Symonds
- Forever Young Foundation in memory of Liz Symonds
- Michael and Kathleen Romeo in memory of Liz Symonds
- Betty and Ron Bolden in memory of Liz Symonds
- Tom and Randi Giglio in memory of Liz Symonds
- Fred Maynard in memory of Liz Symonds
- Len and Carolyn Bach in memory of Liz Symonds
- Ann Azevedo and Donato DeGenova in memory of Liz Symonds
- David and Anita Freer in memory of Liz Symonds
- Robert and Judith Sullivan in memory of Liz Symonds
- Wayne and Lucy Crossman in memory of Liz Symonds
- Bradford and Ann Chase in memory of Liz Symonds
- John Wraight in memory of Liz Symonds
- Barbara Cambria in memory of Liz Symonds
- Joseph and Barbara Lauzon in memory of Liz Symonds
- Billie and Thomas Dowgiewicz in memory of Liz Symonds
- William and Margaret Finnegan in memory of Liz Symonds
- Arline Beaupre in memory of Liz Symonds
- J.A. Beers in memory of Liz Symonds
- John Wadlin in memory of Liz Symonds
- Jean Noe in memory of Liz Symonds
- Gail Russell in memory of Liz Symonds

**EDUCATIONAL SERVICES**

**PRINCIPAL FUNCTIONS:**

The purpose of the Tolland Public School System is to provide an education for the children of Tolland. Four schools include: Birch Grove Primary School, Tolland Intermediate School, Tolland Middle School and Tolland High School. Please note this is a partial Annual Report and for the full report, please go to the Superintendent’s link from the www.tolland.k12.ct.us site.

**BIRCH GROVE PRIMARY SCHOOL**

Birch Grove Primary School staff utilizes the Data Team model. This model focuses on advancing student learning through team goals in literacy and numeracy. The teachers in each grade level have pacing guides and benchmark assessments in all core subjects that encourage consistency of instruction within each grade level.

The staff continued to work with the Language Arts Supervisor for a fifth year in a row on the execution of the Writer’s Workshop (Columbia University Teachers’ College). Staff continued to implement the Foundations program. Volunteer teachers piloted two different reading programs, McGraw Hill and Houghton-Mifflin Journeys. Two kindergarten teachers also piloted the Fountas and Pinnell guided reading program. The Language Arts Supervisor provided input on ways to manage guided reading groups as well as implementation of Interactive Read-Aloud. Staff and students piloted the Lexia reading program which provides opportunities for additional reinforcement of targeted reading and phonemic awareness skills for students. Both the math and ELA supervisors met with the grade level teams throughout the school year on best practices in each of the respective content areas.

Math In Focus continues to be fully implemented at Birch Grove Primary K-2. Content is developed using the Concrete-Pictorial-Abstract Approach, which allows students to master math concepts, develop critical thinking and strengthen problem-solving skills. In collaboration with the Math Supervisor, we have also integrated fact fluency work; working on students’ automaticity, flexibility, strategy and efficiency with addition and subtraction facts.

Birch Grove Primary School provides a variety of Social Emotional support services for students who are experiencing mild adjustment to school challenges, getting ready for school routines, conflict resolution, peer relations and problem solving. The programs are the BEARS program, check in/check out, Zones of Regulation, Morning Movers and lunch banches.

As part of the Scientific Research Based Interventions (SRBI) plan, the staff continued working with the reading and math departments to identify student performance on assessments and interventions for students requiring tiered support. The department established a universal screen for Language Arts and Math. The staff worked with the supervisors to establish cut points and determine the level of service. Tier 2 and Tier 3 math and reading support were offered to students who needed additional reinforcement. Reading teachers used the SPIRE program, a phonetically based program
and guided reading instruction. This approach helped to better use the highly trained reading staff to support children at their level as they learn to read. Small groups of kindergarten children were supported using a phonological awareness program.

The Birch Grove staff continued implementing Mastery Based Learning practices to support students with mastering learning standards. Staff worked with students as they began the process of self-assessments for behavior. Staff continued to implement reassessments for formative assessments and worked closely with students who needed differentiation of the learning.

The Birch Grove staff continued to work closely with the Positive Behavior Intervention Supports (PBIS) team to implement a systematic approach to supporting the students using evidence-based academic and behavioral practices for improving academic and behavior outcomes for all students. The team continues to work closely with the staff to ensure that the school is responsive to the safe school measures needed to promote a positive school climate. The team trained the staff in positive ways to instruct the students in daily routines, transition, recess, lunch, classroom expectations and school wide procedures. The team provided documents to support common rules, behavior expectations, procedures, incentives, record keeping, documentation materials, visuals and communication materials for the students, staff and parents. The team planned school wide assemblies to build the school community. The students participated in school wide activities (Spirit days, etc.) that fostered respect, responsibility and making great choices. The students participated in a variety of music and movement activities. The team plans to continue monitoring the student discipline data and work towards continuous improvement in the school climate.

The PBIS/CRE (Culturally Responsive Education) team continued planning several character development lessons to reinforce common expectations in all settings of the building. Staff planned to teach the students about the school wide matrix and the GROW card system. The staff acknowledged positive behaviors on a daily basis by giving out GROW cards and positive office referrals to the students. The staff utilized lessons from the Second Step Program to reinforce problem solving and conflict resolution. Each class worked to earn a target goal and participate in community building activities when they reached the target amount.

The staff and parents participated in a school wide survey. The survey information gathered was used to support school wide goals and school improvement plan goals.

The Tolland Elementary PTO (TEPTO) was very generous in providing funding for the purchase of materials which enriched our entire curriculum. They provided money for curriculum related field trips and school wide assemblies. TEPTO also provided funding for an author’s visit and the One Book One School activity.

The Family Resource Center (FRC) continued to provide many services to the families of Tolland. The FRC provided opportunities for students to participate in preschool, playgroups, after care, before care and numerous other programs. The FRC provides a summer camp experience that engages the students in field trips and numerous theme based fun activities.

The staff at Birch Grove Primary School continues to be aware of the importance of developing and maintaining a home school relationship based on cooperation and trust. The staff and students appreciated the Veterans in the community with a whole school assembly that included singing a number of patriotic songs and a standing ovation for their service. The students created a Wall of Honor that posted a visual with their photo and a written response of the accomplishments of the Veteran. Birch Grove has more than 200 volunteers that have helped in the classrooms and the library. The staff and students recognized the school Volunteers for their service throughout the school year by a school wide parade.

The Birch Grove staff and the FRC staff work in collaboration with Tolland Family Services to meet the various needs of children and families. The Principal meets monthly with the parents who attend the Principal Breakfast for coffee and conversation.

Mrs. Adams, the music teacher, utilized UCONN music interns, throughout the school year, to implement Music 360 in each classroom. Music 360 is a music enrichment program created by Mrs. Adams to weave music throughout the academic day.

The staff participated in CREC Open Choice Leadership training and True Colors with Robin McHaelen. These meetings focused on implicit bias, diversity and highlighted strategies to combat bias. She led discussions that allowed the staff to think differently about their own experiences with bias as well as reflect on student experiences with bias.

Tolland Intermediate School

Tolland Intermediate School (TIS) is a place where students are encouraged to develop their individual talents, skills and abilities in a safe and caring environment. At TIS our ultimate goal is to develop a fully inclusive school, a place where all children feel safe and a place where their needs are supported and respected.

At TIS we foster independence, responsibility and strength of character by promoting respect for self, respect for others and respect for the environment. We provide a broad spectrum of integrated programs in fine arts, health sciences and technology to nurture and cultivate the creativity of the whole child. At TIS we aim to create a family atmosphere, where parental and community involvement enriches the educational opportunities for every learner. Our HAWK Community is built upon the involvement of its members. Along with involvement in the community come regular celebrations held over the course of the year. Such celebrations come in the form of community building assemblies. The purpose of our HAWK Community assemblies is to provide an opportunity for students and staff to come together to celebrate our community.

As a means of celebrating diversity in our school community, one week per month our morning announcement program highlighted different cultures and
countries from around the world. During these weeks, our morning announcements featured music and facts about themed cultures and countries. Students from countries highlighted during themed weeks were invited to participate in morning announcements.

Individual commitment to a group goal is an essential ingredient for creating a dynamic and successful school environment. It is with great passion that we dedicate ourselves to these high standards to give our students the best possible education. The TIS faculty and staff are what make this school such a special learning community. Our teaching team is child centered, dedicated and highly motivated to serve the students and parents of Tolland. Teachers spend countless hours after school, on weekends and over the summer working to get the school and their classroom ready for our students.

Our Student Council works together as a team to support the community and our school. The purpose of this group is to develop a positive school climate by involving students in making TIS the best it can be. Through the TIS Student Council, we strive to foster good citizenship and respect for all individuals. This year we saw the TIS Student Council implement many programs aligned with their mission. For the fifth year in a row the TIS Student Council sponsored Start With Hello Week. Start With Hello is a program founded by the Sandy Hook Promise Organization. The program is designed to bring individuals and school communities together to foster looking out and caring for one another. Through Start With Hello, students are taught that they have the power to help those in need. Helping someone through Start With Hello is as simple as seeing someone alone and reaching out by saying hello. The intent of Start With Hello is to reduce social isolation and create a more connected inclusive school. Each student has the power to make a difference and make a new friend. Student Council once again sponsored a food drive to benefit the Tolland Food Pantry. The event resulted in over 80 boxes of food donated to the Tolland Food Pantry.

The annual TIS promotion ceremony was once again held for our departing fifth grade class. The ceremony was held the morning of the final day of school. The ceremony gave parents an opportunity to come and celebrate the culmination of their children’s Elementary School years. The ceremony welcomed over 500 guests to our gymnasium.

Our academic intervention model enabled all students to be screened three times during the year to determine their reading and math abilities in comparison to national norms. Any student scoring below specified percentile ranks was provided with supplemental small group instruction in their classroom. During the course of this small group targeted instruction, student progress is closely monitored. Any student not responding to supplemental instruction is referred to a reading or math specialist for an intensive evaluation.

TIS computer integration provides the opportunity for classroom teachers to utilize technology in the context of their instruction. Such instruction provides teachers with opportunities to integrate technology into grade-level curriculum. TIS teachers worked to infuse Chromebook usage into the classroom setting via programs such as Reflex Math Fluency and RAZ Kids Reading. In addition to Chromebook carts, TIS contains three computer labs available for classroom use.

Our amazing PTO continues to support and enhance all aspects of our school, by providing services, curricular materials, field trips, assemblies and technology tools that both support and enhance the educational experience at Tolland Intermediate School. The group once again budgeted funds to purchase books for classroom libraries, teacher classroom supplies, library books, recess equipment, field trips and much more. The year was topped off by our annual PTO Spring Fling Fair. The fair is a wonderful event for the Tolland Community. Each year during the fair, the grounds of TIS are filled with Tolland families enjoying a fun-filled day together.

Through community efforts, outreach of our staff, the Tolland Elementary PTO, Tolland Human Services, Tolland Historical Society, Senior Center, State Police and Tolland Fire Department, students participate in a variety of special assemblies, programs and local field trips. Due to construction on the Tolland Green, the third grade’s annual Tolland Green Day was replaced by the Tolland Historical Society coming to TIS to teach children about life in colonial Tolland. Our annual Veterans Day Assembly was held again this year. The student run assembly provided the audience with the opportunity to sing a number of patriotic songs, to listen to the fifth grade band perform as well as to learn some background information on Veterans Day. The highlight of the assembly was hearing from our local guest speakers, Army veteran Mr. Brian Morey and Tolland Veterans Recognition Commission Chair, Mr. Richard Tapp. Each of the guest speakers talked of their experiences and some of the sacrifices others have made in order to serve our country. The assembly culminated with the entire TIS Community showing their appreciation to our speakers by giving them a standing ovation. We appreciate the wonderful support and enhancement these Tolland groups provide to our curriculum for our students.

Exemplary teacher/parent communication practices exist here at TIS. They include: the Digital Backpack, our school website, student agendas, phone and personal interactions throughout the school year, parent conferences and teacher websites. Volunteers support us by providing classroom support, clerical assistance and community outreach. Our Coffee and Conversation with the Principal monthly meetings enabled parents to sit down with the principal to discuss issues related to our school.

This year was our tenth year of utilizing Positive Behavioral Intervention and Supports. PBIS is a framework for creating and sustaining an effective school-wide behavior system. Unlike a behavior plan or program, the emphasis of a behavior system is on preventing problems and providing a comprehensive, consistent model of appropriate behavior. Teams use data to evaluate their efforts. Shifting the focus to prevention minimizes behavioral problems and increases academic time for students. Our school-wide Hawk Rules: 1. Have respect, 2. Act responsibly, 3. We are
a community and 4. Keep yourself safe, serve to guide everything we do at TIS. Each school year begins with every TIS student being taken through a series of lessons highlighting our school rules. As a school, we place a high level of importance on each and every student being a valued member of our school community. Teachers focus on the importance of all members of our school community to respect one another.

TOLLAND MIDDLE SCHOOL

Tolland Middle School (TMS) is dedicated to the development and enrichment of a whole-child, who is prepared for success in the 21st Century. In our efforts to accomplish this monumental task, we regularly self-audit our practices; particularly with respect to reviewing and refining our course offerings and grading practices. In the past few years, for example, we introduced new classes such as our Game Maker, which familiarizes students with programming and electronic game design. Our grading practices focus on mastery, in which students are encouraged and held accountable for reaching levels of academic success. Academic skills and behaviors are reported separately to parents. Academic skills are reported through our on-line grading system – PowerSchool Parent Portal and behaviors are reported quarterly through SOAR reports. This practice is becoming more widely used by schools at all levels, including colleges and universities. For more about mastery learning, please refer to the Superintendent’s Bulletin.

For social/emotional well-being, we practice Positive Behavioral Support offerings, using “Falcon Status” and special assemblies to recognize and reward students that go above and beyond. We continue to also have success providing Tier 2 and 3 math instructional support. The Academy and Achievement Labs served over 2,000 student work sessions both during and after school. Academic Assistance programs continue to support students with work completion. Individualized student plans or EIPs (Educational Intervention Plans). 504 plans were implemented for students who struggled academically and/or behaviorally. The success of these programs is evidenced by the strong academic performance of our students and student performance on common benchmark assessments utilized throughout the school. In addition, approximately 200 students won awards in our Student Academic Award ceremony this year, many of which were Presidential Excellence Awards.

Our Response to Intervention programs at TMS are effective. Students in the Reading Support program showed measurable growth in challenge areas reaching goal or a new comprehension level. This year we continue to also have success providing Tier 2 and 3 math instructional support. The Academy and Achievement Labs served over 2,000 student work sessions both during and after school. Academic Assistance programs continue to support students with work completion. Individualized student plans or EIPs (Educational Intervention Plans). 504 plans were implemented for students who struggled academically and/or behaviorally. The success of these programs is evidenced by the strong academic performance of our students and student performance on common benchmark assessments utilized throughout the school. In addition, approximately 200 students won awards in our Student Academic Award ceremony this year, many of which were Presidential Excellence Awards.

Our Professional Learning Community at TMS continues to revise, edit, re-write, and/or learn new units of study and/or assessments, to continue to align the TMS curriculum and teaching practice to the Connecticut Core State Standards and to prepare us for the Smarter Balanced Assessment Consortium testing. A large focus for the 2018-2019 school year continues to be on honing our mastery learning practices, grading practices and communicating what students know and are able to do, matched against specific skills, standards and grade-level expectations. Teachers in their Interdisciplinary Teams utilized data driven decision making, evaluating benchmark assessments, NWEA MAP testing, behavioral analysis BASC (Behavior Assessment System for Children) and many other data points to identify student populations that experience challenges and devise strategies and plans to help the students overcome those challenges.

The PBIS (Positive Behavioral Intervention and Support) program is very successful at TMS. This system of rewarding students and monitoring behavior to provide specific programming has proven to be both rewarding and highly successful. Students continued to know and appreciate the TMS core values of Safety, Ownership, Active Learning and Respect and participated in many “SOAR” activities from assemblies, to weekly incentives, to school and community projects.

In an effort to stay abreast of the current technological resources and through a combination of fundraising and district efforts, TMS has expanded the utilization of Google Apps for education in the classrooms. This, coupled with the expansion of our Wi-Fi infrastructure and training offered by TMS educators, has proven to be exciting for the staff, as well as the students. With thousands of educational applications available online, many of which are free, TMS teachers continue to capitalize on this technology to enhance student performance. We have thirteen Chromebook carts and will continue to add various technology for student use at all grade levels to enhance student access and understanding to technology.

Parent/teacher communication at TMS is outstanding. This communication begins in the front office and encompasses all faculty and staff. Faculty and staff communicate with parents in a variety of ways that include but are not limited to: our weekly Digital Backpack, school website, student agenda and personal interactions at various events throughout the school year as well as emails and phone calls. Parent/teacher conferences are held in the fall and spring.

The Physical Education Department used the grant money from the Tolland Educational Foundation and Lowe’s Toolbox for Education® for installation of an Outdoor Physical Activity Area that will be utilized by all students and integrated into their physical education curriculum. TMS was one of 593 schools across the
United States to be awarded a Lowe’s Toolbox for Education grant. This exciting Outdoor Physical Activity Area supports and improves the current fitness-based PE curriculum, encourages physical fitness for the students, and gives them the ability to participate in a variety of team activities, games and sports. This area can also be utilized by other teachers in conjunction with the school’s (nationally recognized) PBIS program which creates positive school environments for students. The area includes: two adjustable basketball hoop systems, four Tetherball courts, and four 4-square game areas. There are also supplies for shuffleboard, oversized games like Connect 4, basketballs, hula hoops, various lengths of jump ropes for individual and double dutch jumping.

The Tolland Education Foundation also awarded the TMS Model UN club $4,450 which sent all 30 students on a field trip to the United Nations Headquarters in New York City in May. The trip included the opportunity to meet with the Canadian Mission and get a briefing. They met with real UN delegates, visited the Council Chambers and toured the Canadian Mission to see how the United Nations operates and functions as an international organization. The delegates are the core of any Model United Nations Conference. They are there to defend the interests, and promote the ideas that would be most beneficial for the country they represent, all in a spirit of mutual respect and diplomacy. The opportunity to interact and discuss with delegates of the United Nations was a once in a lifetime experience for our club members. Our Model UN students also prepared for a conference at Kingswood Oxford School in West Hartford. They developed their research skills, public speaking skills to try to create resolutions to address global issues relating to humanitarian and ecological crisis, global security issues and other human rights concerns. We are proud to say that we are one of the few Middle School Model UN Clubs in the State of Connecticut, and we may be the only public school who participates in the Model UN Conference at Kingswood Oxford School.

Student Council, grades seven and eight, Student Government, grade six and grade eight officers are leadership groups which serve both the school and community. Some of the activities sponsored include: a Thanksgiving food drive which provided baskets and gift cards for four families and additional food for the food pantry. The Student Council also donated $2,000 to We Are The Children. Our 6th grade student government represents our core values in our classrooms, hallways and in our community. Student government members started out thinking about how we could “make a difference” this year in and out of our school. In November, we organized our “turkey” feathers to gather special food items for needy families and individuals for the Tolland Food Bank. We donated Big Y cards as well so those families could shop for their own holiday and daily food items. Student Government members also participated in the Kids Safe donations program. In January, the sixth grade “Half-Way There” Activity Night was held which included dodgeball, board games, karaoke singing, minute-to-win-it games and Shady Glen make-your-own-sundaes. With that experience, the student government members helped run the March Funtastic Friday Night Bash which invited all 5th and 6th graders to this dance, dodgeball game, and snack event to introduce 5th graders to TMS fun. The 6th grade final dance was our last event of the year for all 6th graders.

Our Chain Reaction Club has focused on how our core values of Safety, Ownership, Active Learning and Respect can be further supported and promoted within the walls of TMS. The students in this club have created signs with suggestions for behavior that changes the school culture and brought students from all grades together.

Career Day is a special day at TMS. Every other year we have so many parents and community members who give their time to and share their career experiences. We had representatives from such varied careers as Arts & Media, Business and Finance, Technologies, Health and Biosciences Government, Education and Human Services, Construction Technologies and Design and so many more. This was an exciting day for our students as they had a chance to interact with people in careers that they may wish to explore further. We truly appreciate the time given to enhance our students’ career exploration.

Twenty-six students formed the first RAGE Robotics teams at TMS. Our students met with their teams once a week to design, build and program a robot using LEGO Mind storms (R) and researched the human water cycle to identify ways to conserve water. Based on their research, they prepared a five-minute presentation to describe the problem they identified as well as their innovative solutions. The focus was teamwork as well as learning new technologies. Our students worked with adult mentors and four RAGE Tolland High School students. Teams from around the state converged at Tolland High School to compete in the first East of the River Lego Tournament. As part of the competition, the teams used their robots to complete a series of missions on a 4’ x 8’ table and presented their robot design and strategy to a series of judges. They presented their water cycle problem and solution to a group of five judges and answered several questions about that problem. Finally, there was a Core Values judging room where each team was presented a puzzle and were judged how they worked as a team to solve the puzzle. All teams did well in the competition, the Tesla Coils were the recipients of the Championship Award which was given to the team that excelled in all four judged categories.

The TMS PTO coordinated a Walk-a-thon which all students and staff participated in to raise funds for TMS. Students that raised money were eligible for weekly raffles. The funds raised supported school assemblies, materials to enrich our curriculum and equipment for our physical education outdoor fitness activity area.

Growing enrichment opportunities for students was a focus this year, including participation in the Invention Convention through TMSE. A partnership with the CT Women’s Hall of Fame lead to our first STEMfems conference at TMS. This provided girls interested in STEM fields to interact with female professionals and participate in hands-on investigations for a half day, all
designed to promote their interest and further pursuit of STEM careers. We are excited to plan an expanded event for next year.

Our TMS promotion ceremony was held in the gymnasium for our departing 8th graders. The ceremony is traditionally held the evening before the last day of school in our gymnasium. The ceremony gives parents an opportunity to celebrate the end of middle school. We promoted 202 students.

TMS remains a true middle school model. The TEAM structure at TMS allows for all of the structures most valued and tied to student performance outcomes. This model allows the relative large middle school of just over 600 students to function more like six schools within a school of approximately 125 students each. It is because of the TEAMing at TMS that PLCs, PBIS and EIPs are possible. Tolland can be proud of its middle school and the education it provides its students.

TOLLAND HIGH SCHOOL

Members of the Tolland High School (THS) community continue to be very proud of the variety of academic accomplishments of our students. Academic goals in the 2018-2019 school improvement plan aligned with the district vision, particularly in the areas of literacy, mathematics and mastery-based learning. Throughout the school year, the THS faculty implemented a mastery-based approach to learning. The approach was designed to support students in their acquisition of various skills, content, and knowledge and with college and career readiness in mind. To monitor student progress, a Behavioral Expectations Matrix was used at least twice per quarter to assess students on three indicators associated with preparedness, classroom etiquette and engagement. Using a strong, formative assessment model with a focus on feedback and re-teaching, students are provided opportunities to improve their level of understanding and performance in preparation for summative assessments. The school continues to track individual student performance on 21st century academic, social and civic learning expectations.

THS students were recognized for many academic accomplishments during the year. Four seniors were commended for their individual accomplishments in the 2019 National Merit Scholarship Corporation competition. Six students were awarded the Seal of Biliteracy from the American Council on the Teaching of Foreign Languages. The average score on the mathematics and reading sections of the state-mandated administration of the SAT for juniors in April 2019 was 558 on the Mathematics subtest and 571 on the Evidence-Based Reading and Writing subtest, which placed our students tied for third and sixth respectively in Demographic Reference Group C.

Forty-five students from the band and jazz band traveled to Chicago to compete in an adjudicated festival with other high schools from around the country earning outstanding ratings. Other opportunities for Band, Jazz Band and Chamber Choir students to perform and share their musical talents included the Yard Goats stadium, Barnes & Noble Bookstore, Tolland Intermediate School, Tolland Middle School and the Packing House in Willington. In addition, all ensembles also performed six concerts throughout the year including a January jazz concert and the 8th grade step-up night with TMS. The Chamber Choir also participated in the Berklee High School Jazz Festival. The THS and Plainfield High School Chamber Choirs performed together in a concert in May. Three Band and Chorus students qualified for the CMEA All-State Festival. At the regional level, 14 Band and Chorus students qualified for the CMEA Eastern Region Music Festival. Additionally, the Chamber Choir was accepted to perform at Carnegie Hall as part of a highly competitive choral festival. In an effort to expose students to different experiences, the music students also participated in many in-house events. Professional jazz musician, Andrew Plourd directed a three-day jazz improvisation workshop. The a cappella group, Vintage Mix, ranked #2 internationally, gave a performance and workshop for the Chamber Choir. Finally, the spring musical GREASE was a huge success selling out both nights. Over 90 students were involved in the production either on-stage or behind the scenes.

The opportunity for art students to exhibit their work is an integral part of the art program. Much like professional artists, advanced art students had a solo show in January where they were responsible for editing, hanging and managing the opening of their individual works. In addition, all seniors exhibited their artwork at a show in May. Both shows were installed in the second floor gallery at THS. Artwork from a variety of art students in all studio classes was also exhibited at the Tolland Board of Education and throughout THS. Advanced art students at THS participated in a series of figure drawing workshops at The Hartford Art School on the campus of the University of Hartford. In addition, they participated in a national portfolio day event also held at The Hartford Art School. Advanced Placement (AP) art students submitted their portfolios to the AP Board in May receiving excellent ratings. Additionally, students enrolled in Photography class submitted work to two juried contests, the Best of College Photography Annual and the Drexel University Photography Contest.

It was another action-packed and successful school year for our Business Department. The year was filled with teamwork, enthusiasm, communication and collaboration on the part of the teachers, administrators, students, parents and members of the community who donated their time and expertise throughout the year. Some of the year’s highlights include: the creation of the Tolland Business Academy (TBA), numerous competition championships won in both the Connecticut Stock Market Game as well as in the State and National DECA events, presentations to classes by informative and engaging guest lecturers and field trips that both enriched and expanded the curriculum. Faculty members in the Business Department compiled over 96 hours of professional development in an effort to strengthen their teaching practices, focus on the needs of their students and ensure all students achieve success.

Fifty-six students demonstrated interest in the TBA and 28 students were accepted into the program for the 2019-2020 school year. The number is expected to continue climbing following the anticipated success
of this program in its inaugural year. A new TBA Collaborative Shared Workspace has been designed and is located in the Library Media Center. Laptops have been purchased for all 28 TBA students, which supports the district’s one-to-one technology initiative. A Promethean board, two huddle zones and pod-style seating in this shared space allows for a more modern, creative, and dynamic workspace for our students.

The Business Department, along with the Business Club, DECA, hosted several events this year, including the Men’s Wearhouse prom tuxedo event, CyberSeniors at the Tolland Senior Center, the MDA Olympics campaign and the Tolland DECA Competition Night that had 78 students competing and receiving feedback from 11 judges who work for The Hartford, United Healthcare, Pratt and Whitney, Fiduciary Investment Advisors, UTC Aerospace, Shainan Consulting, Lego, Johnson and Wales University and Men’s Wearhouse. Students in DECA also attended the Tolland Chamber of Commerce Business-to-Business Showcase where they developed a message for Tolland Public Schools that focused on the Business Academy. They designed display materials and promotional giveaways as well. The THS Business Department received the following grants during the 2018-19 school year: $300 grant from Actna, $50 grant from Price Waterhouse and an $800 grant from the Tolland Education Foundation to support efforts with DECA.

The English Language Arts (ELA) Department worked diligently in the 2018-2019 school year to incorporate more modern and diverse voices into our classrooms. In some ninth grade English classes, students explored the modern and feminist tendencies of The Odyssey by reading parts of The Penelopiad by Margaret Atwood. To differentiate instruction for grade 9 students, teachers added the graphic novel version of The Odyssey. Tenth grade English students also had the opportunity to work with the graphic novel format as teachers implemented the study of the new, graphic novel edition of Speak into the study of the original novel by Laurie Halse Anderson. In junior level English classes, students studied more recent texts such as Into the Wild and The Glass Castle to complement their study of classic American literature and increase engagement. Senior level English classes added the autobiography Born a Crime by Trevor Noah to enhance the study of British and world literature. The text provides a humorous, but also thought-provoking view of what it was like to grow up under apartheid in South Africa during the 1980’s, providing students with new perspectives and the ability to make connections to the chronological study of literature in the course.

Students in Journalism and some sections of English 3 went on a field trip to view Avengers: End Game where they studied the film from a critical or archetypal lens. After viewing the film, Journalism students transformed into film critics and used the writing process to develop well-supported critiques of the film. Students in English 3 developed analytical perspectives and considered how the archetypal characters and archetypal journeys reflected 21st century societal norms and cultural tendencies while also drawing back to the classic literature studied in the course.

Moreover, the ELA Department provided students with a number of opportunities to demonstrate their learning in diverse ways. By incorporating components of a flipped classroom, project-based learning, and by keeping 21st century skills in mind, students were exposed to varied ways of gaining knowledge and showing their learning, ultimately preparing them for college and career readiness. One project that showed students’ abilities to analyze and interpret a text in a creative manner is the theme house project for To Kill a Mockingbird that provided a creative medium to demonstrate critical thinking. The teacher who originally designed the theme house project presented the assignment at the National Council of Teachers of English 2018 conference in Houston, Texas. Classes at THS worked on a variety of engaging and rigorous assignments including: an “Illustrated Emily” project focusing on an Emily Dickinson poem they analyzed, designed and created bulletin board displays centering around key texts of the course, tracked specific acts of integrity witnessed in real life in an “Integrity Log” paired with their study of To Kill a Mockingbird, wrote researched elegies for Holocaust victims, took a silent procession through photographs of Holocaust images culminating in expressive writing, studied the concepts of nihilism and existentialism while focusing on the concept of “otherness” through the study of Grendel and other texts and researched, wrote and presented persuasive speeches focusing on a social/environmental issue that students felt needed more attention to inspire change.

During the 2018-2019 school year, the THS Mathematics Department rolled out a new course, non-lev- el Algebra 2, to offer more options to our junior and senior level students. One section per semester was offered. Faculty in the Mathematics Department continue to integrate technology through the use of graphing calculators, Khan Academy and Minitab as well as online resources associated with our textbooks and online graphing programs. Twenty-one students took the AP Calculus AB test in May of 2019. Of these students, seventeen (81%) scored a three or higher, well above the state average of 63.6% and the global average of 58.4% who scored a three or higher.

The Physical Education (PE) Department purchased two new elliptical machines and two classroom sets of heart rate monitors to add to our fitness room through monies raised by the Cider Mill Race, which were subsequently donated to the Tolland High School Booster Club. These fitness-related items provide our students with a quality fitness arena and help them gain the knowledge necessary for a healthy active life. Students in grade 10 completed the State of Connecticut Physical Fitness tests. The test includes four sub-tests: PACER, Push Ups, Curls Ups and Sit and Reach. Forty-five percent of males and forty-one percent of females passed all four tests. In our ninth grade Health classes, two UConn student nurses came into the class and gave presentations on the effects of Juuling® and using other tobacco products. Additionally, members of the THS Gay Straight Alliance visited ninth grade Physical Edu-
cation/Health classes to complete outreach activities in discussing stereotypes, diversity and other challenges facing the LGBTQ community. These guests’ supplement material taught in class to raise more awareness and help strengthen the high school community in the areas of mental and social health.

During the 2018-2019 school year, the THS School Counseling Department implemented several new initiatives. A space within the Counseling Office was converted for use as a Mindfulness Room. This space is for students to decompress, reflect and engage in mindful and sensory-based activities. Counselors monitor the room and additional support was offered to students when needed. A new program was delivered to parents of seniors to inform them more about the college process. Since the program was very well received, it will be offered again during subsequent school years. School counselors also developed a series of how-to videos to be used by staff and students in the college application process. The videos cover topics related to the Common Application and different tools available on Naviance. All the videos are accessible on the School Counseling webpage.

In the spring, students enrolled in Advanced Placement Physics classes went on a field trip to Six Flags. This trip served as a capstone project for students where they were able to apply all of the physics concepts they learned throughout the year in real-life situations. Each Physics student was given a Kill-A-Watt meter to take home so they could track the energy usage of various appliances and devices. Extrapolating those numbers over a year, students were able to measure the “carbon footprint” of their houses, calculate how much carbon dioxide was produced from that energy usage, and determine how many trees they would have to plant to offset that carbon emission. In order to incorporate more hands-on experiences in the lab and real world applications, a teacher attended two workshops during the summer at UCONN’s School of Engineering. These workshops, a six-week 40-hour per week Joule Fellow Program and a 32-hour one week da Vinci Program, provided intense training on how to include engineering practices, such as design and modeling in lessons. These skills align with Next Generation Science Standards practices. Another science teacher attended a two-week summer program on Modeling Instruction for Mechanics.

In the Social Studies Department, students in Mrs. Shelley Manning’s Criminology classes each semester attended field trips to Rockville Criminal Court House where they toured the facility and met with judges, a State’s Attorney and support staff. In the fall semester, students toured the Osborn Correctional Institution where they met with members of the COPS program. Many speakers, including an Assistant United States Attorney from the Criminal Division, a Senior Assistant State’s Attorney and an instructor from the Connecticut Police Academy, came in to speak with students in Criminology classes. Mr. Eric Cichocki and Mr. Robert Dornfried have organized and planned a trip to Germany for April 2020. Twenty-eight students will travel on this nine-day international trip.

The Special Education Department continues to provide high quality instruction for students at THS. Content Support classes in the Special Education Department were offered at each grade level during the 2018-2019 school year. For grades 9 and 10, these classes address study skills. Content Support classes for students in grades 11 and 12 address transition skills. All other services were provided through inclusion classes or pullout time with the case manager. Special Education students benefited from the use of a variety of instructional methods, including but not limited to direct teaching, cooperative learning, group discussions, individualized seatwork based on skill level, word recognition with flash cards, instruction through PowerPoint, computer-aided instruction and website contribution through a variety of sites. In addition, two of the teachers worked with a consultant from Literacy How to support their efforts to teach reading through a structured literacy model. Each of the six teachers in the Special Education Department case manage a specific grade level and loop with their students for two years.

Students enrolled in the Child Development course within the Family & Consumer Science Department planned and taught activities and worked to improve their skills in reading aloud to preschool children. Besides working directly with the children during preschool, the most memorable experience for most students was taking care of a reality baby for a weekend. This project allows students to experience being a “parent” of an infant for 48 hours and is often very eye opening for them. Students enrolled in the Early Childhood Education course gain a deeper understanding of planning and instruction, as well as behavior management strategies for working with children. In addition, they participate in a skills assessment of preschool children, which culminates in a written report for parents. Other topics include the history of early childhood education, developmental theorists, program models, and current topics in education. In March, students in the Early Childhood Education course took a field trip to Mansfield Discovery Depot to observe a NAEYC accredited program and to learn more about the field of teaching and working in an early childhood setting.

The Creative Preschool at THS had another fantastic year in 2018-19. The program is an essential component of the Child Development and Early Childhood Education courses, providing students with practical skills, knowledge and experiences they take with them beyond the walls of the classroom. The preschool served fifteen children from six towns, including Tolland, Willington, Stafford, Vernon, Ellington and Coventry. Some special events included a visit from Animal Craze with baby farm animals, a visit from firefighter Joe Duval, Jr. of the Tolland Fire Department, a pumpkin dissection, and our end-of-year picnic and graduation celebration. Both Mrs. Janine Elliott and her students are extremely grateful for the enthusiastic support of the parents and families who choose to enroll their children in our program!

Students enrolled in classes offered through the Technology Education (Tech Ed) Department had an amazing year. Many woodworking projects were created...
McGrath ran a successful four-day trip to the Quebec City learning, among others. In February, Ms. Nancy convened on the COLT one-day conference for language teachers to attend workshops. Language teachers converged on the COLT one-day conference for language teachers to attend workshops. In October, all five World Language departments were involved in the introduction of technological materials for her classroom.

A Tolland Education Foundation (TEF) grant was awarded to Mrs. Beth Penney in the Computer Department to purchase accessories for the laser engraver. Using this new equipment, students helped to engrave stickers for participant medals at the Middle School Cross Country Championship at Wickham Park in the fall. It also provided an opportunity to “give back” to the TEF as students engraved wine glasses for their annual beer and wine tasting fundraiser. In conjunction with the business department, items were also engraved for staff and students through the school store. Students who supported these efforts were awarded community service hours for their help. The money raised has allowed Mrs. Penney to purchase additional instructional materials for her classroom.

Teachers in the World Language Department were active outside the classroom. In October, all five World Language teachers converged on the COLT one-day conference for language teachers to attend workshops. In differentiation, mastery-based learning and authentic learning, among others. In February, Ms. Nancy McGrath ran a successful four-day trip to the Quebec Winter Carnival with 31 students and four adults attending. Spanish 5 students attended a field trip to “Fiesta Mexicana” and French 3 students traveled to the Hillstead Museum to experience culture in the community and practice their communication skills on a local basis.

Teachers across the department divided their gradebooks into multiple formative and summative categories aligned with the American Council on Teaching Foreign Languages national standards, specifically, interpretive, presentational and interpersonal communication. Additionally, teachers worked collaboratively to develop an array of common formative assessments for all courses and they routinely discussed and reworked common summative assessments. An upgrade was performed on the software in the World Language Lab and teachers received additional training in the fall to use the available applications. Besides the five students who earned the Seal of Biliteracy in French and one student who earned it in Spanish, fifteen additional students earned credit for their work in UCONN/ECE Spanish and French courses.

Teachers at THS are actively and enthusiastically involved in a number of after school clubs, activities and programs. Four new co- and extra-curricular clubs were formed during the 2018-2019 school year. The Badminton and Cycling Clubs were well attended and enjoyed by all the participants. A new Health Science Club had more than 40 students involved. Several guest speakers from a variety of health and science careers met with members throughout the school year. Advised by Mr. Robert Dornfried, the Model United Nations Club provided an opportunity for students to role-play delegates to the United Nations and simulate various committees. In other club news, the Unified Basketball team, under Coach Amy Steed, participated in the Penguin Plunge sponsored by Special Olympics. In addition to raising over $1,000 for their team, they received the “Top School Award” for raising the most money. The Gay-Straight Alliance continues to focus on creating a THS community that is aware of issues affecting LGBTQ individuals and providing safe spaces for all students. Students in our TEAMS club, advised by Mrs. Beth Penney, participated in a three-part engineering competition administered by the Technology Student Association. THS students ranked seventh overall in Connecticut and second in our division, which qualified the team to attend the National Technology Student Association Conference in Washington, DC.

Ten seniors went with Mrs. Steed to an elderly day-care center and a nursing home in Tolland dressed in prom attire. Each of the places visited had a prom theme for their residents and our students shared a couple hours of their time singing, dancing and talking with them. It was a very rewarding experience for all involved!

For the third straight year, approximately 75 juniors and seniors participated in the THS Peer Mentoring program. Selected juniors and seniors attended training sessions dedicated to preparing them to become Peer Mentors who serve as positive role models for our incoming freshmen. They provided support, guidance, encouragement and friendship to freshmen throughout their transition year. Peer Mentors initially met with eighth grade students on Step-Up Day in April to help them become acquainted with the school’s academic programs, course registration process through the school counseling office, extracurricular and co-curricular activities, and the common areas of the school building. At Freshmen Orientation, Peer Mentors also guided the ninth grade students through a variety of activities such as guided tours, a club fair and small group icebreaker activities. The day ended with a barbecue lunch in the cafeteria.

Lastly, THS student-athletes also excelled on the field. During the 2018 fall season, the girls’ soccer team captured a Central Connecticut Conference (CCC) East Division Championship as well as a Class L State Championship. The boys cross country team won a CCC East Divisional Championship, the CCC Championship and a Class M State Championship. The boys’ soccer team won a CCC East Divisional Championship. In the winter season, the boys’ basketball team won their CCC East Divisional Championship. One indi-
individual student-athlete was crowned a State Champion in wrestling. In the final season of the year, the boys outdoor track team won the CCC East Divisional Championship and captured the Class L State Championship. The boys’ tennis team took home a CCC East Divisional championship during the spring season as well.

FINANCE AND RECORDS
ACCOUNTING

The Finance Department is entrusted with the management of Tolland’s citizens’ property taxes, government grant funds, bond proceeds and other sources of revenue necessary to run the Town’s many operations as well as managing the expenses associated with its growth and development. The department is open to the scrutiny of management and Town Council and welcomes any opportunity to offer clarity to Tolland’s citizens and the public concerning economic insight and the Town budget.

On a government-wide basis, the assets of the Town of Tolland exceeded its liabilities at the close of the most recent year by $104,846,857 (net position). Of this amount, $23,311,132 (unrestricted net position) may be used to meet the government’s on-going obligations to citizens and creditors. On a government-wide basis, the government’s total net position increased by $3,566,393. Governmental and business-type activity expenses were $62,650,204, while revenues were $66,216,957. The total cost of all Town services for the fiscal year 2019 was $62,650,204; of which $61,829,805 was for governmental services and $820,399 for business-type activities.

The governmental funds are used essentially to account for the same functions reported as governmental activities in the government-wide financial statements. However, unlike the government-wide financial statements, governmental fund financials focus on near term inflows and outflows of spendable resources, as well as balances of spendable resources. The Balance Sheet and Statement of Revenues, Expenditures and Changes in Fund Balance also appear after the Independent Audit’s Report.

The Town’s governmental funds reported, on a current resource basis, combined ending fund balances of $19,773,449, a decrease of $3,223,840 from the prior fiscal year. Of the total fund balance as of June 30, 2019, $8,150,176 represents the combined unassigned fund balance in the general fund, special revenue funds, capital projects funds and permanent funds. The largest change in fund balance was a decrease in the Capital Projects Fund by $3,346,051 due to capital expenditures funded by the general obligation bonds issued in the previous year. The General Fund also increased by $146,794. There were also decreases in the Sewer Assessment and Small Cities Funds. Non-major Governmental funds had an increase of $60,059. The General Fund balance increased by $146,794 due to excess of $116,271 in revenues over expenditures plus the other financing sources and uses of $30,523.

The General Fund is the chief operating fund of the Town of Tolland. At the end of the current fiscal year, unassigned fund balance of the General Fund was $8,150,176 while total fund balance was $10,877,219. As a measure of the General Fund’s liquidity, it may be useful to compare both unassigned fund balance and total fund balance to total fund expenditures. Unassigned fund balance represents 13.5% of total General Fund expenditures including transfers out. Total fund balance represents 18.1% of that same amount. The unassigned portion of fund balance, when compared with unassigned last year portion for the General Fund had decreased by $170,305 while the total fund balance increased $146,794.

Key factors contributing to the increase in General Fund were:

- Overall, the Town experienced shortfall in revenues for $625,199. The current, prior year and Motor Vehicle Supplemental tax collections exceeded the budget by $202,784. Motor Vehicle Supplemental taxes collected as part of this amount account for $48,318 due to more than anticipated vehicles being added to the Motor Vehicle list.
- Additional revenue collected in interest income and other revenues was $377,043 mainly due to higher investment returns and longer maturity investments and unanticipated insurance rebates and engineering fee reimbursements.
- Transfers of $280,000 were unanticipated and includes $275,000 from the debt service fund. The $4,275,000 was formally committed in the fund balance by Town Council in June 2019 to be used to smooth the mill rate during periods of time while paying bonds for the Birch Grove Primary School reconstruction costs.
- Total Expenditures were $339,894 less than anticipated. $85,113 of this amount was unexpended from the Board of Education.

The Town unexpended balance of $54,781 mainly consisted of unexpended State Police contracted services of $143,800 due to attrition and staffing changes and $74,014 for savings in administration for the Town Manager salary, legal and insurance. On a budgetary basis, property taxes accounted for 81% of total General Fund revenues, intergovernmental grants, accounted for 18% and charges for current services and other revenues accounted for 1%. Of these revenues, intergovernmental grants exceeded the budgeted amount by a total of $43,357. The charges for services, other revenue and investment income exceeded the budgeted amount by a total of $458,954. Property taxes exceeded the budget by a combined $202,784. Other financing sources fell short of the budget by $1,330,294. On the expenditure side there were savings of $339,894; of this amount $85,113 was the remaining balance of the Board of Education funds that were not expended. The Town incurred the balance of $254,781 from savings.

HIGHLIGHTS:

- 27th consecutive year for the award of excellence in financial reporting for the 2017/2018 Compre-

- For the 11th consecutive year the Town of Tolland received the Distinguished Budget Award by the GFOA. This honor was based on Tolland’s budget reporting which met specific criteria to enhance its presentation, provide clarity and conformity and offer in-depth projections. This achievement was due to the dedicated efforts of the entire Finance staff.

COLLECTOR OF REVENUE

PRINCIPAL FUNCTIONS:

The Office of the Collector of Revenue bills, collects, records and balances tax revenues as well as water and sewer assessments, departmental revenue, repayments of Small Cities Grants, Tolland Non-Profit Housing Corporation’s monthly lease fees and other general fund revenues.

All receipts are recorded and an audit trail is maintained. Delinquent Statements and Demands are issued, Alias Tax Warrants are issued and filed, motor vehicle delinquencies are reported to the State of Connecticut Department of Motor Vehicles, liens are filed and released, foreclosures and tax sales are instituted.

Information is provided as warranted to attorneys, banks, escrow service bureaus, title searchers, realtors as well as the general public.

HIGHLIGHTS:

During the 18-19 Fiscal Year the collection rate for current taxes was 98.84% ($44,997,409), slightly lower than the previous Fiscal Year with 99.05%. We collected $357,613 in prior year taxes and $215,167 in interest and fees. Tax bills are now available to view and pay online. Credit Card payments and ACH Payments in the amount of $2,025,125 was received through iCloud. The Suspense List was sent to Rossi Law Offices for collection and $4,043 was collected.

SUMMARY OF SERVICES

---|---|---|---|---
Total Taxes Collectible | 42,479,574 | 43,891,440 | 44,725,671 | 45,621,711
Total Taxes Collected | 42,002,520 | 43,269,766 | 44,088,675 | 44,833,431
Percent Collected | 98.88 | 98.58 | 98.57 | 98.27
Current Year Collected | 41,649,111 | 42,996,306 | 43,699,966 | 44,997,409
Percent Collected | 99.21 | 99.00 | 99.05 | 98.84
Suspense Collected | 5,914 | 1,783 | 1,883 | 4,043
Payment by Credit Card | 571,748 | 615,201 | 797,612 | 715,469
Payment by ACH Check | 611,821 | 786,020 | 1,055,860 | 1,309,656
Sewer & Water Assessment Bills | 38 | 38 | 33 | 27
Sewer & Water Assessment Pymts | 167,480 | 216,222 | 143,278 | 100,632
Small Cities Rehab Pymts | 80,775 | 31,059 | 23,044 | 62,799
Tolland Non Profit Housing Bills | 288 | 288 | 288 | 288
Tolland Non Profit Housing Pymts | 6,545 | 6,288 | 6,494 | 8,052

GRAND LIST

|  | 2014 | 2015 | 2016 | 2017 |
---|---|---|---|---
Tax Bills Mailed | 25,092 | 25,194 | 25,070 | 24,977 |
New Construction Prorates | 13 | 10 | 9 | 12 |
Additions & Corrections | 1,292 | 1,654 | 1,421 | 966 |
Transfers to Suspense | 191 | 120 | 87 | 115 |
Liens Filed | 126 | 170 | 109 | 122 |
Personal Property UCC1 Liens Filed | 27 | 25 | 41 | 30 |

TOWN CLERK

PRINCIPAL FUNCTIONS:

The Town Clerk is responsible for recording, maintaining and preserving town records such as the Town Code Book (Charter, Ordinances, Policies and Procedures) land records, subdivision and survey maps, service members’ discharge records, trade name certificates, cemetery reports, meeting schedules, and official agendas and minutes. We report all land transfers to the Assessor and Tax Collector; make various reports to the State and Town; assist residents in registering to vote and also assists the Registrar of Voters with all elections, primaries and referenda and issues absentee ballots. We regulate the issuance of hunting, fishing, dog, and vendor licenses; collect State conveyance tax on all transfers of property and remit same to the State Tax Department. As Registrar of Vital Statistics, we issue marriage licenses, burial permits, cremation permits and have custody of all birth, marriage, and death records for Town residents.

HIGHLIGHTS:

Our office applied for and received a $5,500 Connecticut State Library Grant from the Historic Documents Preservation Program. Electronic indices will be created for almost 8,000 additional pages of microfilmed land records, which will be converted into digi-
Upon completion of this project, records will be available to the public from our public access terminal as well as online back to August 1, 1939.

OBJECTIVE ACCOMPLISHMENTS:

Utilizing grant funds, we completed restoration and preservation work on 53 of our oldest maps from Volume 1.

Completed a re-indexing project expanding the availability of our historical indices and images available online and through our public access terminal back to August 11, 1961. This project also helped to improve the accuracy and consistency of our land record indices by ensuring the indices are compliant with today’s indexing standards.

REGISTRAR OF VOTERS

PRINCIPAL FUNCTIONS:

The Registrars of Voters are elected officials authorized by the Connecticut General Statutes to maintain the records of all registered voters and to hold special registration sessions for new voters. They register voters in accordance with their selected affiliation and maintain an accurate list of eligible voters. Voter information is maintained by Registrars on a statewide database for Voter Registrations. The maintenance and security of the voting tabulators used in all elections is also the responsibility of the Registrars.

The Registrars supervise and run all elections, primaries and referendums for the Town of Tolland in accordance with State Statutes or Town Charter.

Tolland has two polling places and three Voting Districts – the Gym at Tolland Recreation Center (Old Parker School) (Districts 1 & 3) and the Tolland Senior Center at 674 Tolland Stage Road (District 2).

HIGHLIGHTS:

- New Voter Registrations for 2018 was 959; 2017 was 1,296; 2016 was 730; 2015 was 678; 2014 was 777; 2013 was 762 and 2012 was 794.

- During 2019-2020 we expect 2 Budget Referendums; 1 Dual Presidential Preference Primary; 1 Presidential Election.

Party affiliations for registered voters are:

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Democrats</td>
<td>2,689</td>
<td>2,724</td>
<td>2,651</td>
<td>2,636</td>
<td>2,369</td>
</tr>
<tr>
<td>Republicans</td>
<td>2,447</td>
<td>2,477</td>
<td>2,364</td>
<td>2,334</td>
<td>2,110</td>
</tr>
<tr>
<td>Unaffiliated</td>
<td>4,816</td>
<td>4,703</td>
<td>4,321</td>
<td>4,259</td>
<td>4,511</td>
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<tr>
<td>Other Minor Parties</td>
<td>169</td>
<td>174</td>
<td>130</td>
<td>133</td>
<td>136</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>10,121</td>
<td>10,078</td>
<td>9,466</td>
<td>9,362</td>
<td>9,126</td>
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</table>

ASSESSOR

PRINCIPAL FUNCTIONS:

The Assessor is responsible for maintaining a uniform distribution of the property tax burden among all the taxpayers, and to insure that procedures are per-
formed in accordance with provisions of the Connecticut General Statutes.

The Assessor’s Office is responsible for preparing a yearly Grand List that identifies all taxable Real and Personal Property located in Tolland. Assessment records are updated from documents received from the Town Clerk’s Office, Planning and Development, Zoning and the Building Inspector. Tax maps are maintained on an annual basis. Inspections are made of all properties receiving building permits during the course of the year as well as properties where work has been done without the proper permits.

It is the responsibility of the Assessor’s Office to determine eligibility for various statutory and local exemptions. These include veterans, elderly, disabled, blind, solar, manufactures, farm and forest among others. Numerous reports are prepared for various private, state and municipal agencies. Appraisal reports are reviewed for properties the Town is interested in acquiring.

The Assessor’s Office is required to supervise and coordinate the revaluation of all taxable and exempt property. Revaluations are now required every five years by State Statutes.

**HIGHLIGHTS:**

The Assessor’s Office completed the 2018 Grand List on 1/31/19 as required by State Statute. A signed list was filed with the Town Clerk’s Office. The net taxable Grand List after the Board of Assessment Appeals grew to $1,281,873,711. The increase in value is .27% or $3,405,703. This change in the Grand List resulted in an increase of $122,775 in actual tax dollars based on the current mill rate of .03605.

Real estate assessments increased by $1,876,408. The new net assessment figure is $1,112,668,682 which is an increase of .17%. Real estate comprises 87% of the Grand List. Residential properties make up 79% of the list while commercial/industrial properties make

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**SUMMARY OF SERVICES**

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<thead>
<tr>
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<th></th>
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<tbody>
<tr>
<td>Number of Inspections</td>
<td>510</td>
<td>668</td>
<td>556</td>
<td>485</td>
<td>867</td>
</tr>
<tr>
<td>Meetings Attended</td>
<td>51</td>
<td>48</td>
<td>58</td>
<td>70</td>
<td>62</td>
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<tr>
<td>Deed Transfers</td>
<td>484</td>
<td>461</td>
<td>490</td>
<td>452</td>
<td>504</td>
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<tr>
<td>Property Subdivisions</td>
<td>6</td>
<td>10</td>
<td>14</td>
<td>4</td>
<td>11</td>
</tr>
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<td>Tax Map Changes</td>
<td>26</td>
<td>34</td>
<td>38</td>
<td>34</td>
<td>20</td>
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<tr>
<td>Building Permits Reviewed</td>
<td>832</td>
<td>769</td>
<td>748</td>
<td>586</td>
<td>667</td>
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<tr>
<td>Exempt Applications</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>(Quadrennial) 2</td>
<td></td>
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<tr>
<td>Personal Property Appraisals</td>
<td>786</td>
<td>795</td>
<td>763</td>
<td>752</td>
<td>750</td>
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<tr>
<td>Farm, Forest, Open Space Reduction</td>
<td>449</td>
<td>449</td>
<td>448</td>
<td>446</td>
<td>440</td>
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<tr>
<td>Certificates of Occupancy</td>
<td>10</td>
<td>11</td>
<td>9</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>Motor Vehicles Regular Unpriced</td>
<td>3,276</td>
<td>3,151</td>
<td>3,728</td>
<td>3,412</td>
<td>3,426</td>
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<tr>
<td>Motor Vehicles Supplement</td>
<td>2,586</td>
<td>2,560</td>
<td>2,532</td>
<td>2,533</td>
<td>2,500</td>
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<tr>
<td>Elderly Tax Relief</td>
<td>356</td>
<td>353</td>
<td>346</td>
<td>367</td>
<td>359</td>
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<tr>
<td>Solar Exemptions</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Veteran Exemption (incl advets)</td>
<td>718</td>
<td>697</td>
<td>657</td>
<td>633</td>
<td>608</td>
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<tr>
<td>Telephone Request Information</td>
<td>2,210</td>
<td>2,880</td>
<td>3,072</td>
<td>3,120</td>
<td>3,226</td>
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<tr>
<td>Walk-In Request Information</td>
<td>2,692</td>
<td>2,548</td>
<td>2,304</td>
<td>2,130</td>
<td>2,220</td>
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<tr>
<td>Photo</td>
<td>4,750</td>
<td>230</td>
<td>345</td>
<td>301</td>
<td>755</td>
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**SUMMARY OF GRAND LIST**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Estate</td>
<td>1,104,541,199</td>
<td>1,106,946,632</td>
<td>1,105,855,007</td>
<td>1,110,792,274</td>
<td>1,112,668,682</td>
</tr>
<tr>
<td>Personal Property</td>
<td>29,171,246</td>
<td>30,240,615</td>
<td>35,252,570</td>
<td>40,004,119</td>
<td>39,453,734</td>
</tr>
<tr>
<td>Motor Vehicles</td>
<td>121,464,300</td>
<td>127,569,720</td>
<td>126,613,910</td>
<td>127,671,615</td>
<td>129,751,295</td>
</tr>
<tr>
<td>Total Value</td>
<td>1,255,176,745</td>
<td>1,264,756,967</td>
<td>1,267,721,487</td>
<td>1,278,468,008</td>
<td>1,281,873,711</td>
</tr>
<tr>
<td>Real Estate Tax Exempt</td>
<td>146,371,115</td>
<td>146,492,115</td>
<td>146,765,715</td>
<td>138,961,340</td>
<td>138,909,040</td>
</tr>
<tr>
<td>Mill</td>
<td>0.03336</td>
<td>0.03419</td>
<td>0.03448</td>
<td>0.03500</td>
<td>0.03605</td>
</tr>
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**SUMMARY OF PRIOR YEARS CHANGES**

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Real Estate</td>
<td>0.9575</td>
<td>1.0022</td>
<td>0.9990</td>
<td>1.0045</td>
<td>1.0017</td>
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<tr>
<td>Personal Property</td>
<td>1.0787</td>
<td>1.0367</td>
<td>1.1657</td>
<td>1.1348</td>
<td>0.9862</td>
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<tr>
<td>Motor Vehicle</td>
<td>1.0095</td>
<td>1.0503</td>
<td>0.9925</td>
<td>1.0084</td>
<td>1.0163</td>
</tr>
<tr>
<td>Total Change</td>
<td>0.9648</td>
<td>1.0076</td>
<td>1.0023</td>
<td>1.0085</td>
<td>1.0027</td>
</tr>
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</table>

**ADJUSTMENTS TO PREVIOUS GRAND LISTS**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Supplement</td>
<td>15,670,611</td>
<td>17,411,816</td>
<td>16,983,969</td>
<td>18,213,163</td>
<td>18,000,000</td>
</tr>
<tr>
<td>Certificate Occupancy</td>
<td>329,694</td>
<td>650,999</td>
<td>310,916</td>
<td>787,588</td>
<td>368,424</td>
</tr>
</tbody>
</table>
up 8%. The increase in assessment is due to the slight increase in building permits and decreased number of properties filing for reductions due to crumbling foundations.

The total number of registered motor vehicles in Tolland as of October 1, 2018 is 15,639 which are 88 less vehicles than appeared on the 2017 Grand List. The total motor vehicle list is $129,751,295 or 10% of the Grand List. The increase in assessment is 1.6% or $2,079,680.

Personal property accounts comprise 3% of the Grand List, and decreased by 3 accounts in 2018. The majority of those were small businesses. The number of personal property accounts is 749, with assessments of $39,453,734. The decrease in assessment is 1.4% or $550,385.

Tax maps were updated for boundary line changes that occurred during the year. Administrative software programs were updated with current vendors to allow the Assessor’s Office to complete required reports to comply with state requirements and public requests.

**BOARD OF ASSESSMENT APPEALS**

The Board of Assessment Appeals is an official municipal agency. It is designed to serve as an appeal body for taxpayers who believe that the Assessor erred in the valuation of their property or erroneously denied them exemptions.

The Board members are not assessing agents. They do not value property. That is the sole function of the Assessor’s Office. The Board acts as a review body. The Board serves as the first level of appeal from the Assessor. The Town Council appoints all Board members. The decisions made by the Board are binding until an appeal is taken to the courts or there is a change in the valuation.

The Board conducted two days of hearings during the month of March 2019 to review assessment appeals on the 2018 Grand List. The review also included vehicles appearing on the 2017 supplement list. The hearings were conducted on Tuesday, 3/5/19 and Wednesday, 3/6/19.

The Board received eighteen requests for review. Thirteen of those were for real estate, one for motor vehicles and four for personal property. The Board granted reductions on six of the real estate appeals. The total amount of reduction in assessment was $386,500. There was no reduction for Motor Vehicles. There was one adjustment made to the personal property list totaling $5,300. The adjusted 2018 Grand List after the Board of Appeals meeting was $1,281,873,711.

The Board also met on Tuesday, 9/10/19 to review motor vehicle assessments that appeared on the 2018 Grand List. The Board received one request for assessment review. No adjustment was granted.

**PUBLIC WORKS**

**PRINCIPAL FUNCTIONS:**

The Public Works Department consists of two divisions: the Highway Division and the Parks and Facilities Division, which also includes Cemeteries.

The principal function of the Highway Division is to maintain the approximately 132 miles of Town owned roads. These maintenance activities include the installation and maintenance of the Town’s storm drainage systems, paving of streets, grading operations on 9 miles of gravel roads, roadside mowing, roadside brush and tree cutting, routine road patching operations as well as the installation and maintenance of the Town’s street signs and pavement markings. A considerable amount of our department resources are expended providing plowing and ice control services during the winter months; this year there were thirty-seven (37) events. They also frequently assist in projects of other departments.

The Parks and Facilities and Cemetery Division provide the continued maintenance, repair and operational expenditures required to maintain Town buildings, cemeteries and grounds. The buildings maintained include the Hicks Memorial Municipal Center, the Tolland Jail Museum, the Senior Center, the Town’s four Fire Stations, the Arts of Tolland building (old Town Hall), the Highway Garage, the Parks & Facilities Garage, the Fire Training Center, the Recreation Center and the Lodge. The department is responsible for snow removal on the grounds of all Town and Board of Education buildings. They provide maintenance for all municipal fields and those of the Board of Education, a total of 32 fields. The total acreage cared for is approximately 244+ acres. The department is also involved in numerous special projects throughout the year, which it addresses with in-house staff.

**HIGHLIGHTS:**

The Public Works Department made five capital budget equipment purchases this year. Two new 2018 International trucks were purchased for the Highway Division. A new 52” Exmark mower, a Toro 4000 mower and a new 2018 Ford F-250 pickup truck were purchased for the Parks Division. The Highway Salt Shed had a new roof installed and the boiler at the Recreation Center was replaced with capital funds.

Roads repaved this year were Anthony Road, Cedar Swamp Road, Gehring Road (Route 31 to Grant Hill), New Road and Tolland Farms Road.

Normal maintenance activities included cleaning approximately 1,500 catch basins, roadside mowing of about 160 curb miles, hot patching of various roads and maintaining the 9 miles of gravel roads including dust control applications.

The Highway Division cleared pipes and culverts in the Industrial Park necessary after state bridge inspections. Trees were removed or trimmed in approximately 50 areas around Town, using both in-house and our tree contractor. We responded to 13 storm related tree issues as well. Much of this was due to damage
The Parks and Facilities Division worked on several projects in addition to the regular maintenance of all Town buildings and grounds. They performed 36 burials in Town Cemeteries. They replaced the bridge at Crandall’s, near the Lodge. They renovated the office of the Probate Court in the Hicks Memorial Municipal Center and also assisted with projects at the Highway Garage renovation project.

**TOLLAND WATER COMMISSION**

**PRINCIPAL FUNCTIONS:**

The Water Commission, created on November 24, 1998, is responsible for managing the Town of Tolland’s municipally owned water utility and overseeing operations of the water systems. The Town of Tolland became a public water supply, providing water service to customers, in the early 1980s developing two separate water systems north and south of Interstate 84.

The original Main System’s immediate purpose was to replace a failing private, state regulated water supply serving the Summit Drive area. As the replacement was constructed with a well field in Tolland’s River Park, service became available along Walbridge Hill Road to the Willimantic River and Willington town line. The system expanded north to the Kate Lane, Woodhenge Drive, Avebury Lane area bordering Interstate 84 in the 1980s and along Merrow Road to the Goose Lane and Rhodes Road areas in the 1990s. After the year 2000, the Main System was extended to serve Tolland High School and north of Interstate 84 to serve Tolland Middle School. Additionally, this extension provided for interconnection with the Torry Road Skungamaug System. After the year 2000 the Merrow Road main was extended to serve the Fieldstone Commons area and a portion of Rhodes Road. Most recently with the State’s approval of Connecticut Water Company’s (CWC) proposal to supply water to the University of Connecticut and Mansfield, a portion of the Main Systems Merrow Road pipeline has been modified to operate as part of a Regional Pipeline System. This approval supplies water from CWC’s Rockville Reservoir through infrastructure owned by the Tolland Water System and CWC.

Customers along Merrow Road from I-84 to Coventry are customers of the Tolland Water System irrespective of the ownership the portion of the pipeline abutting their home or business. This system is part of the Main System but the water provided is from the CWC system. As presently configured, the Main System serves business, residential and public authority customers in the area predominantly south of Interstate 84 along Merrow Road south to the Coventry town line and east to the Willimantic River and Willington town line.

The Torry Road/Skungamaug System serves customers north of Interstate 84 including the Charter Road, Clearbrook, Farmbrook areas and along Route 74 to Winding River Elderly Housing. The water for this system is supplied by Connecticut Water Company pursuant to a purchase agreement. The Torry Road Skungamaug System was interconnected with the Main System after 2000. This was part of the plan to use water produced by Tolland’s River Park Wellfield to supply Torry Road Skungamaug System needs. To meet all the objectives of this plan additional work is required. As configured presently, this interconnection has accommodated the transfer of water during an emergency. However, differences in elevation result in limits to flow. A facility to overcome hydraulic limitations has been engineered. When completed, this would meet routine and high flow needs with water from the Main System and River Park Wellfield automatically supplemented with water from the existing CWC interconnection, if needed.

The water systems have been and are operated and maintained by certified personnel from a firm under contract. New England Water Utility Services, a non-regulated division of the Connecticut Water Company currently provides these services.

The Water Commission consists of seven members with a minimum four being customers of the system and at least one non-customer. Commission members during the year included: Eugene Koss, Chairperson, Vincent Tursi, Vice Chairperson, Thomas Rollo, Financial Committee Chairperson, Robert Green and Matthew Kenney. Staff support to the Commission included: Liaison to the Town Administration, Beverly Bellody, Director of Human Services and Kim Kowalyshyn, Executive Assistant.

**HIGHLIGHTS:**

- Fiscal year 2018-2019 has seen changes and progress has been made. The State Department of Energy and Environmental Protection’s 2012 approval of a Diversion Permit allowing River Road Park Wellfield withdrawals of up to 425,000 gallons per day, up from 220,000 gallons per day, was very positive. While weather conditions, customer conservation and economic conditions have led to reductions in sales the Diversion Permit allows for greater flexibility in meeting needs of existing and future business and residential customers.

The availability of public water can be a factor in future development. The Diversion Permit with increased supply is important for operational flexibility, for example improving total system costs by transfers of water from one system to another to reduce purchases. This can help improve quality of service through more effective system flushing. Although Tolland’s water quality meets or exceeds State drinking water quality standards, the system has had periodic localized turbidity or cloudy water conditions. This is due in part to harmless manganese in the water. Manganese occurs naturally in ground water. The Commission has implemented a program with periodic, thorough, extensive
flushing to improve the quality of water delivered to customers. This came about from earlier study work analyzing water quality and operating practices. Changes to some infrastructure and to operations practices has led to marked quality of service improvements.

- Overall, the systems experienced sales, water production, purchases and non-revenue/lost water within expectable ranges. Sales declined, the result of wet weather causing outdoor water use to be reduced. It is a result of customer conservation. Water conservation is promoted by the State and public water supplies, including Tolland’s, are part of this effort. As residential and business buildings are remodeled new code complying plumbing fixtures and appliances use less water. While Tolland’s water systems are comparatively new and have not experienced problems with leaks in mains, leaks in service lines are more expectable. As leaks in customers’ services are detected and repaired there have been reductions in water production and purchases.

- Prospective customers are seeking water service. An existing community on a street with a water main already in place has inquired about service. Review and discussion led to agreement whereby the community would make changes to its water system, abandon its water supply, and connect to Tolland’s Main System becoming a customer after the close of the fiscal year but in calendar year 2019. In another case a developer acquired a property with a previously approved development plan for a community and inquired about water service. After discussion, work with the water systems’ operations contractor process and procedures to administer and oversee construction were put in place. Substantial physical work on the water infrastructure for this development has not occurred during this fiscal year but work has been evident on the development after the fiscal year end.

- All water supply facilities are protected facilities under Federal and State law. Vandalism at the River Park Wellfield has occurred in the past. People have reported there has been tampering with Tolland Water System hydrants in the past. Fortunately, there was not any impact on water quality or services, but residents are asked to remain vigilant and report any trespassing immediately to State Police, Water Commission or the System Operator.

- The Commission continued review for engineering and financing rehabilitation of the Summit Tank. This 560,000 gallon steel storage tank was constructed in the 1980s. Water supply tanks, including the Summit Tank, are periodically inspected, cleaned, have repairs made and maintenance performed. With the approach of summer additional questions on the alternatives including financing led to delay. With concern about possible effects of delay the decision was made to drain, inspect and clean/disinfect the tank in the summer of 2019. With the cleaning, inspection and successful post completion testing interim needs have been met.

- The concrete foundation review completed last year was significant - we are advised this tank does not have failed or failing concrete.

- Consultation with Town staff and others on financing options continued.

- Follow-up discussion with State officials concerning State Federal financings for water infrastructure continued. Discussion with Town staff identified a possible favorable finance vehicle that may be available.

- Additional engineering review was conducted including required evaluation of the option of building a new tank as an alternative to rehabilitation.

- The Commission retains contractors to conduct leak detection surveys for the water systems’ over 14 miles of transmission and distribution mains. While there have been no leaks identified in water systems’ mains, review and where determined necessary surveys are a prudent water system management practice. The Commission has periodically contracted for system wide and special survey work. While the systems may have reasonable water supplies, good practice suggests leak detection surveys should be conducted. The State issued Diversion Permit requires leak detection surveys every five years.

- The Commission has found service lines developing leaks, which is problematic for the water system and the customer. Services are the water line between the customer’s house or business and the curb valve at the street line. Service lines are owned by the customer. Service lines can leak and repair is required. The data suggests as services get beyond 25 or 30 years old, some are failing. Lost water is a significant concern for water utilities, Tolland included.

- A condition of the State issued Diversion Permit requires a continuing monitoring program collecting data from an array of sites in the River Park Wellfield. The Permit requires collection of water level data from the sites two times per month from March 1st through November 30th of each year.

- State policy encourages water conservation. The water systems and the Water Commission is subject to State regulation and Commission agrees with this policy. Conservation information is provided to customers. Quarterly newsletters are produced and distributed with water system information including news on water conservation. When there is an urgent need, conservation messages may be in newsletters but are also provided using other media including Town electronic messaging.

- As part of the measures to encourage conservation, Tolland is one of a small number of water utilities that have rate schedules that increase per unit charges with increasing water consumption.

- The Water Commission continues to work to improve customer relations. This is, in part through forums including the newsletter, but is also through direct communications by Commissioners and...
Town staff with customers on water system complaints, issues and needs.

- Continued efforts to improve customer relations and the management and delivery of services.
- Continued review of the Town Codes pertaining to the water system for possible recommendation for reorganization.
- Continued work with other water system representatives, State regulatory officials and other stakeholders on water policy matters. The State mandates to create Coordinated Water System Plans for the Central Connecticut Public Water Supply Management Area, which Tolland is part of, and adjacent planning areas and a State water plan lead to participation by the Water Commission. This multiple year project will have significant effects on water planning, allocation and rights/responsibilities. Participation in Tolland’s case was to provide information and assist decision making recognizing the interests of Tolland, a small mid-size public water supply. The final draft plan was completed in June 2018. The future will include continued operation of Water Utility Coordinating Councils for implementation of the plans.

Water Service Provided – Even with the issuance of an updated Diversion Permit from the Department of Energy and Environmental Protection and the resultant additional flexibility in operating the systems, it is important that operational efficiencies and conservation practices remain a high priority. This is to help manage the State imposed limitations on water resources. The water system produces water for the Main System from two production wells in the River Park Wellfield. The system purchases water from CWC for the Torry Road/Skungamaug Main System interconnection facility with equipment to overcome hydraulic limitations. This is to meet routine and high flow demands using water from the Main System and River Park Wellfield, automatically supplemented, if needed, with water from the Torry Road/Skungamaug System interconnection with CWC.

- Continue with hydraulic modeling as a tool in the evaluation of large development project demands on the systems.
- Continue to improve security measures.
- Continue improvements to budgeting and priority setting process.
- Continue review of Town Codes related to water utility service.
- Continue with efforts to minimize incidents of turbidity in the system. Continue to seek and evaluate options for system/equipment changes to reduce turbidity.

FUTURE ACTIVITIES:

- Continue with efforts for rehabilitation of the Summit Tank or construction of a new atmospheric storage tank.
- Continue with plan to construct a Torry Road/Skungamaug Main System interconnection facility with equipment to overcome hydraulic limitations. This is to meet routine and high flow demands using water from the Main System and River Park Wellfield, automatically supplemented, if needed, with water from the Torry Road/Skungamaug System interconnection with CWC.
- Continue with programmed inspection, maintenance and rebuilding of pressure reducing valves.
- Continue with programmed inspection, exercising, maintenance and rebuilding/replacement of system valves. For distribution system valves in or near roadways, coordinate with Town road maintenance and rehabilitating program.
- Improve operational capabilities to remotely monitor and control the production and storage of water in the system.
- Continue to explore opportunities to improve service quality, improve efficiency and reduce costs without impairing customer service.
- Continue to explore opportunities to improve the systems to be better prepared to meet customers’ needs, cost efficiently in the short run and in the long run.

**LAW ENFORCEMENT**

**PRINCIPAL FUNCTIONS:**

The principal function of the Law Enforcement Division is to protect life and property and to enforce State laws and Town ordinances. Resident State Troopers contracted by the Town constitute the Police Force. Tfc. Kevin Eklund has been Administrative Resident Trooper in Tolland since 10/10/16. The Resident Trooper’s Office is augmented by the entire State Police Department and its specialists. These include (but are not limited to) the Major Crime Squad, Emergency Services Unit, Forensic Laboratory, State Fire Marshal’s Office, Narcotics Division, Canine Unit, Bomb Squad and Aviation Unit. The Resident Trooper Force receives additional augmentation from Troopers stationed at Troop C in Tolland.

**HIGHLIGHTS:**

**Grants FY 18/19:**

- The Administrative Resident Trooper and Secretary applied for and received a Comprehensive
DWI Enforcement Grant through the Connecticut Department of Transportation Office of Highway Safety. As a result, the Town received $39,300 in federal grant monies toward DUI enforcement in Tolland. The DUI Grant was 100% funded by the State of Connecticut again this year.

Projects:

- Effective August 20, 2018, we were able to hire two new Troopers for our office. This has allowed us to take a more proactive approach on speeding and other issues within town. In addition, we were able to send two Troopers to Child Passenger Safety Cert Class.
- The Administrative Resident Trooper worked closely with the Board of Education in order to maintain a Constable Program for the Tolland Schools for the 2018/2019 school year. In addition to participating in interviews for Constable hiring, Trooper Eklund was involved reviewing reports and assisting Constables in maintaining a safe environment in our schools.
- The Administrative Resident Trooper and the Secretary successfully prepared and presented a Resident Trooper budget to the Town.
- The Resident Troopers coordinated efforts with the Fire Department to keep our employees and citizens safe in an active aggressor shooter situation. Town events for Town employees were held and one for businesses within the community.
- The Tolland Resident Troopers have created a Facebook page to assist us in keeping citizens informed of major events or issues within Town.

Office Highlights:

- Several speeding complaints come through our office on an annual basis. The Tolland Resident Troopers deploy our speed signs on the roadways throughout the Town. These signs are designed to remind motorists to travel the posted speed limit and ultimately to SLOW DOWN. The signs allow us to retrieve data such as: average speed, number of vehicles traveled in a given time period, highest average speed, exact date and times of violators, and data showing the overall impact of the sign on the motorist. Since these signs have been in operation, the data collected has shown a reduction in speed on the roadway where the signs have been deployed. With this information collected, we will now be able to target specific times and areas where speeding is most prevalent. This allows us to better manage our personnel to be in the areas during the times when speeding is an issue. Our mission is to get the motorist to obey the speed limit and reduce the chances of accidents and other motor vehicle related incidents.
- Troopers participated in the Celebrate Tolland Event, Cider Mill Road Race, Lions Club Road Race, Festival of Lights Parade, Stuff A Cruiser Event, Christmas Tree Lighting, Santa Snack at Crandall’s, Safe Senior events at the Senior Center and Winding River Village, Truck Day at the Library and the Memorial Day Parade.
- In conjunction with the Board of Education, the Troopers and SRO participated in two Cannoli & Coffee with the Cops events in the Library. We also held a Meet & Greet in our office.
- The Resident Trooper Secretary handled 385 Waste/Recycling calls.
- The Administrative Resident Trooper and the Resident Trooper Secretary issued 96 temporary pistol permits. This amounted to $6,720 in revenue for the Town of Tolland.
- The Town of Tolland received $14,235 from the State of Connecticut for a percentage of the Tolland infraction income. Included in this amount are any infractions on the highway.

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TOLLAND FIRE DEPARTMENT

The volunteer and career members of the Tolland Fire Department are dedicated and highly-skilled in providing professional service in the areas of fire suppression, technical rescue operations, and emergency medical services with strong emphasis in fire prevention, public fire safety education, and community support with a vision to enhance the quality and depth of service we provide.

Some of the significant program accomplishments for the year include:

- Organized 41 department-wide trainings of vary-
ing topics totaling 2,023 training hours. Our staff’s dedication to training and continuing education is paramount to delivering the highest level of service to the community.

- Completed Ambulance 540 remount project. As a cost-saving measure, the Department opted to replace only the cab/chassis of the ambulance, and remounted the patient compartment onto a new cab/chassis. In an effort to maximize the value of the old cab/chassis, it was sold rather than traded-in. With a trade-in value of merely $500 this method provided proceeds of $6,556.90. Those funds were placed into the Apparatus Reserve Fund.

- Since the inception of Ordinance Number 91, an ordinance establishing and implementing a program to charge mitigation rates for the deployment of emergency and non-emergency services by the Fire Department for services provided/rendered for the Town of Tolland and/or Tolland Fire Department, Inc., which became effective on July 1, 2017. The Town has recovered a total of $49,546 (FY 2018 = $19,999.80, FY 2019 = $29,546.20) billing out for eligible services. Staff has done an excellent job capturing and processing the information necessary to make our Rescue Billing program a success.

- The Department was able to purchase and put into service a second wave of new thermal imaging cameras and battery packs. These new imagers are smaller, more versatile and more user-friendly than our previous versions. The additional battery packs will provide extended life during long-duration incidents. The thermal imagers were able to be purchased due to the generosity of a private donor and a significant contribution from the Tolland Fire Department, Inc. Corporation thus saving Tolland taxpayers thousands of dollars.

- The second wave of replacement AEDs (Automated External Defibrillator) were received and placed into service. These units are part of a multi-year Capital Improvement Project to replace our fleet of 10 year old AEDs which were nearing the end of their service life. The project was spread out over two years to lessen the financial impact. With the placement of the final units, a total of 25 modern AEDs replaced outdated units within the Fire Department, as well as in 9 public buildings.

- “Stop-the-Bleed” Public Access Bleeding Control kits were placed inside the AED cabinets with the new AEDs. These kits along with the proper “Stop-the-Bleed” training provide community members with the tools to make a difference in a bleeder emergency, before First Responders arrive on the scene.

- New Hurst EDraulic tools (Jaws of Life) were placed into service on Service 140. These tools replaced an older set of tools that failed their annual inspection. Each year vehicle manufacturers redesign and strengthen vehicles which can become a challenge for first responders. This new set of tools provides the Department with the strongest cutting and spreading capabilities to remove victims from vehicles. A great feature of this tool is the portability because they are battery operated. This eliminated the need to set-up additional pumps and hydraulic hoses that can be cumbersome on an emergency scene. In a cost-saving measure the Department negotiated with the vendor and purchased a demo model at a significantly reduced price.

- Revised Officer and Career staff Standard Operating Guidelines (SOGs) including updated job descriptions.

- More than 18 Department members were trained in Tactical Casualty Emergency Care (TECC) techniques and skills. The goals of Tactical Emergency Casualty Care include:
  ♦ To balance the threat, civilian scope of practice, differences in civilian population, medical equipment limits and variable resources for response to atypical emergencies.
  ♦ To establish a framework that balances risk: benefit ratio for all civilian operational medical response.
  ♦ To provide guidance on medical management of preventable deaths at or near the point of wounding.
  ♦ To minimize provider risk while maximizing patient benefit.

- Tolland Alert, our reverse 911 Mass Notification System was used to broadcast several severe weather and major traffic events.

- The Department maintains 3 Social Media accounts to strengthen our connection with the local community and enable us to share, to a wider audience, information regarding incidents, hazards, training and community events. Additionally, it has allowed us to publically praise individual members for their achievements, such as certifications and participation in charitable events. Our Twitter account (@tollandalert) has 2,556 followers, Instagram (@tollandalert) has 969 followers and Facebook (Tolland Fire Department) has 2,138 followers.

- Department Officers and Public Safety Officers continue to work with the Community Emergen-
cy Response Team (C.E.R.T.) known as Tolland C.E.R.T. 40. The C.E.R.T. Team is a trained group of volunteers that can assist the Emergency Management Director in managing the EOC during long operational periods among other responsibilities. Having these volunteers in place in advance will provide some additional depth and relief to our first responder resources. EOC positions to date have been filled by members and staff of the Fire Department.

- The Department’s Auxiliary program continues to work tirelessly to support the Department. This group’s responsibilities include: spearheading fund-raising activities, assisting with the Department’s social, organizational and administrative activities and providing assistance before, during and after emergencies.

- The Department’s Explorer Program maintained an average of 8 members throughout the year. These young adults were given the opportunity to learn about Fire, Rescue and EMS services first-hand by participating in training alongside Department members.

- All EMS staff have completed State-mandated “Connecticut Statewide Opioid Reporting Directive” and “The Opioid Overdose Epidemic: The EMS Role” training.

- During National CPR Week (June 1-7), the Department offered two free CPR classes. These were non-certification, awareness-level classes. A total of 11 community members learned the basics about CPR, automated external defibrillators (AEDs) and what to do when someone is choking.

- Continue to use TOP SHELF, an ambulance supplies readiness program.

- Continue to integrate and train UCONN Student EMTs into our program.

- Trained and certified Fire Department, Explorer and C.E.R.T. personnel as well as other civic groups (Girl Scouts, Boy Scouts, Church staff, CrossFit employees, etc.) in First Aid/CPR.

- A PSO Captain rank was created in an effort to establish a chain-of-command among the Public Safety Officers also known as Career staff and to offset the workload of management staff. After a competitive application and interview process, PSO Dennis Carlson was promoted to the position of PSO Captain. Carlson began his career in 1989 as a volunteer with the Tolland Fire Department. In March of 1993 he was promoted to the rank of Fire Lieutenant and promoted to the rank of Fire Captain in July of 1996. Hired by the Town as a Public Safety Officer in August of 1991 Carlson has maintained a steady presence around the firehouse, working with both career and volunteer staff. Having nearly 30 years of service as a Firefighter/EMT, he brings a wealth of knowledge, expertise and experience to this position.

- The Department has once again completed and submitted an application for an Assistance to Firefighters Grant (AFG) to be used for the replacement of Self-Contained Breathing Apparatus (SCBA) units and Rapid Intervention Team (RIT) packs/cylinders. In previous years, Tolland has been unsuccessful in being awarded this funding. The application is an extremely in-depth detailed process and extraordinarily competitive among departments across the nation. The Department is seeking $371,860 in Federal assistance to replace this outdated equipment that is fast becoming obsolete. Special thanks to everyone who assisted in the preparation of the grant. While PSO Frank Falcone spearheaded and coordinated the grueling application writing process others contributed information and documentation, or provided coverage that allowed Falcone to complete the application with minimal interruptions. This was truly a team effort that could not have been completed without everyone’s assistance. As of this writing, we have yet to learn if we have been selected as a recipient.

- Active participants in the Tolland-Windham County Mutual Aid Ambulance Association.

- Active participants in the Tolland County Mutual Aid Fire Service.

- Active participants in the Connecticut Fire Chief’s Association.

- Conducted many Community Outreach and Public Education efforts.

- Emergency Medical Info Pouch program continued for 4th year.

- Continued updates of confidential Special Needs list.
- Provided standby coverage for the annual 5K Cider Mill Road Race (Volunteer EMS and Fire).
- Participated in the annual Spring Fling event held at Tolland Intermediate School.
- Participated in the Library’s annual Touch-a-Truck event.
- Provided standby coverage and Rescue Diver Support for the annual “Eagle” Plunge” (Volunteer EMS and Rescue Diver Support).
- Hosted the annual Torchlight Parade.
- Completed the annual Festival of Lights Christmas Tour of the Town and collected unwrapped toys/gifts to distribute to those in need.
- A representative from ESI Employee Assistance Group, the Town’s Employee Assistance Program (EAP) provider, held a presentation to describe the benefits and importance of the new EAP Program. Members were encouraged to seek help anytime (24/7) by calling 888-327-1060 or visiting the EAP website at www.PublicSafetyEAP.com. Geared specifically towards assisting First Responders, this free program offers more than just counseling support after traumatic events. Members dealing with many different types of problems or situations (both personal and work-related) were encouraged to seek confidential help from this free resource.
- Fire Station 140 located at 64 Crystal Lake Road was found to have been affected by the crumbling foundation issue that is plaguing the Town. Monitoring and testing of the site has been assigned to the Director of Public Works.

We’d like to offer a special thank you for the generous grants and private donations the Department was awarded. Without your generosity we would not have been able to make enhancements to support our mission.
- The Department received a generous private donation to replace the more than 22 year old commercial washing machine located at Station 140. The new machine is capable of removing the potentially dangerous fine particulate matter from firefighters’ bunker gear and is compliant with current National Fire Protection Association (NFPA) standards. This donation saved Tolland taxpayers several thousand dollars and provides an extra safety measure to the firefighters who must wear this gear.
- Due to a Town resident’s generous donation of time and supplies the deteriorating cupola on top of the Fire Department Training Center building was repaired.
- Through the generosity of a private donation the Fire Department was able to purchase a Forcible Entry Simulator training tool. This device will provide staff the ability to train in-house on this extremely important firefighting skill. The Tolland Fire Department Inc., also contributed funds to make purchasing this training tool a reality.

ASSESSMENT OF FUTURE NEEDS:
- Challenged with on-going budget constraints, the Department has continued to focus on maintaining our current levels of service. There are several projects that the Department would like to initiate if there were funds available. However during these difficult budgetary times we must focus attention on ensuring we are able to continue to provide the high-quality level of service the Tolland taxpayers have come to and deserve to expect from our agency.

In closing, the Chief of the Department would like to thank the Department’s volunteer and career staff members and their families for their countless hours of time and dedication. Without their support, the Tolland Fire Department would not be able to provide the high level of service that we perform. We will continue to strive to deliver the highest level of service and to meet the increasing needs of the Town.

FIRE MARSHAL
PRINCIPAL FUNCTIONS:

The Fire Marshal is responsible to ensure compliance to the Connecticut State Fire Safety Code and all applicable codes as outlined in CGS. The intent of the code is to prevent loss of life, injury and property damage from fire through fire code enforcement, public education and building inspection.

DEPARTMENT ACTIVITY

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Plans and specifications of new construction and renovation of existing structures are reviewed for compliance with the Connecticut Fire Safety Code: public facilities are inspected and corrective orders are issued when necessary. The Fire Marshal investigates the origin and cause of fires, issues blasting permits and coordinates fire safety efforts, responds to complaints of fire hazards and participates in emergency planning activities.

HIGHLIGHTS:
- Maintain State Certification by attending schools, seminars and classes to keep abreast of new codes, regulations and technology as directed by the Bureau of the State Fire Marshal and the Office of Education and Data Management (OEDM).
- Investigates the cause, origin and circumstances of all alarms and fires.
- Administers manufacturing employer hazardous materials notification laws.
- Inspects all tents and portable structures for compliance.
- Issues blasting permits for the use, transportation and storage of explosives.
- Conducts review of plans and specifications for various occupancies and facilities being proposed within the Town for compliance with the Connecticut Fire Safety Regulations.
- On-going review of plans for development of new structures and renovations of existing buildings to prevent loss of life and limit property damage due to the threat of fire or explosion.
- Works cooperatively with area Fire Marshals to identify trends and share information on mutual concerns.
- Updates current library system with current Code enforcement material.
- Provides safety tips and gives advice to the general public.
- May issue verbal or written orders to abate imminent hazards.
- Inspects existing occupancies, other than 1-2 family homes for compliance with the current Connecticut Safety Code.
- Upon receiving a complaint, inspects one and two family dwellings to assure the statutory requirements regarding smoke detection and carbon monoxide devices and safe egress is satisfied.
- Participate in the annual State Fire Prevention Poster contest for fourth & fifth graders.
- Talks with youth who exhibit improper behavior with fire. Uses outside resources to deal with resolution of this problem.
- Working on the development of a mutual aid plan with South Windsor, Vernon and Ellington for Fire Marshal coverage when needed.

ASSESSMENT OF NEEDS:
- Clerical assistance is needed to provide administrative support to the Fire Marshal in order to assist with reporting requirements and timely responses to requests.
- Budget hourly pay for Investigators, if the Fire Marshal is not readily available after hours.
- Establish a professional succession to cover for absences, vacations, etc.

**ANIMAL CONTROL**

**PRINCIPAL FUNCTIONS:**

Two part-time Animal Control Officers are primarily responsible for enforcement of the laws pertaining to Animal Control. The officers investigate all animal bites and complete appropriate State paperwork. They investigate complaints of roaming animals (such as dogs, horses, cows, llamas, alpacas, pigs), barking dogs, aggressive animals, injured animals, reports of suspected cruelty/neglect as well as complaints of sick/injured wildlife. The officers submit reports to the Town as well as to the State of Connecticut. Properly licensed and tagged stray dogs are impounded until reunited with their owners. Kennel fees, set by the State, are incurred after 24 hours. Abandoned and unclaimed animals are advertised and placed for adoption when appropriate. The Animal Control Officers work with Department of Agriculture Animal Control Officers and are under the supervision of Tolland’s Director of Public Safety.

According to C.G.S. §22-238 residents are required to license all dogs 6 months of age or older. Licenses are purchased from the Town Clerk after presenting
proof of current rabies vaccination and neutering/spaying certificates if applicable. Licenses expire on May 31st of each year with the renewal period beginning on June 1st and ending on June 30th. Many approaches have been taken to contact owners in violation of C.G.S. §22-238 in order to have them update their dogs’ information and/or renew licensing such as door-to-door inquiries and mailing campaigns. Non-compliance with the requirement for licensing will result in an infraction ticket being issued to violators. Infraction tickets carry a State imposed fine, currently $75 per dog, in addition to the Town’s penalty of $1 per month the license is overdue. Licensing reminders have been emphasized through written warnings, e-mail notifications, newspapers, phone calls as well as through social media.

HIGHLIGHTS:

- Two part-timers share this position. They attempt to provide adequate coverage to the Town’s ever increasing demands.
- We regretfully report that after more than 7 years of service to the Town, Animal Control Officer Michael LaPointe retired from the Department. Mike worked part-time on weekends, 10 hours per week and was on-call 24/7. His concern for the well-being of the animals that passed through our facility was top notch. We’d like to thank Mike for his years of dedicated service to the community and wish him well in his future endeavors.
- We are pleased to report that Ms. Samantha Fegan was appointed to fill the part-time vacancy left after ACO LaPointe’s retirement. ACO Fegan holds state certification, has experience handling all types of animals and has been a great addition to the Department.
- An informative flyer was distributed to random neighborhoods emphasizing Statute §22-238 regarding Dog Licensing. This campaign is successful and we want to keep encouraging dog owners to communicate with the Animal Control office regarding the status of their dog(s).
- Officers continue to maintain a Tolland Animal Control Facebook page for residents to have an additional way to easily communicate animals’ lost/found information, promote animals available for adoption and other special notifications and announcements. This page currently has 3,909 followers.
- E-mail address animalcontrol@tolland.org continues to be promoted as a way for residents to communicate with Officers.
- Tolland is one of only four Connecticut towns which continue to participate in and successfully complete, the State’s optional Annual Dog License Survey. Successful completion of this survey enables the Town to retain 60% of dog license fees and pay only 40% to the State, thus increasing the Town’s share by 10%.
- For the sixth consecutive year, Tolland Animal Control hosted a Low Cost Rabies Vaccination Clinic. This year Dr. Scott Morey of Fenton River Veterinary Hospital provided vaccinations to 44 animals whose owners took advantage of the clinic.
• Updated Emergency Operations Plans (E.O.P.) to include sheltering facilities for pets and arranged shared agreements with surrounding towns and area kennels to assure adequate kennel space in the event of a disaster.

• Officers visited preschools and Girl Scout groups to speak to children about animal safety and the Animal Control field.

• Officers completed continuing educational training as required by the CT Department of Agriculture.

• Officers continue to use Animal Control software to more easily keep records of licensed dogs, incidents and complaints that come into the office. The software is linked to the Town Clerk’s system so we are able to access the most current dog licensing information. The software eliminates the need for officers to maintain their own database, thus saving time.

• Officers accepted donations of pet foods, treats, supplies and cash from preschool pet-supply drives, children asking for pet supplies in lieu of birthday parties, as well as from pet supply and grocery stores. We are sincerely grateful to the generosity of those who thoughtfully donate to the well-being of the animals that pass through our facility.

• As part of an Eagle Scout project Tolland Boy Scout Troop 15 member Matthew Eastman constructed a beautiful wooden sign for our animal shelter. Additionally he prepared the island by trimming the bushes and trees. We thank Matt and the rest of Boy Scout Troop 15 for their hard work.

Matthew Eastman’s Eagle Scout Project

• Over the years Tolland Animal Control has been the proud recipient of other Eagle Scout projects including:
  ◊ Grant Barrus’ Eagle Scout project in which he constructed raised cots to be used inside our kennels. A raised cot provides the dogs with a comfortable place to sleep and keeps them up off of the concrete floor.

Grant Barrus’ Eagle Scout Project

ASSESSMENT OF NEEDS:
• Additional hours are needed for staff to respond to the increasing demands and calls placed on the Department. Only 30 hours per week are covered by two part-time positions. The split is weekdays 20 hours and weekends 10 hours.

• The Dog Pound building will need updating or replacement.

• A fence around the perimeter of the shelter is needed in order to prevent access to and possible theft of animals in our custody (sometimes being held as evidence for a case). A fence could also prevent damage to the building, provide safety for the animals in our care, and provide safety for the officers on duty.
EMERGENCY PREPAREDNESS

PRINCIPAL FUNCTIONS:
The principal function of this program is to assure that in the event of a major disaster, effective coordination of resources will be mobilized to reduce damage and protect property, provide shelter, provide medical or personal assistance and speed recovery. This is foremost the main communication link between the Town and outside resources in the event of a vast emergency or disaster.

HIGHLIGHTS:
• Quarterly Test State Radio system to assure communication between the Town and the State Emergency Operations Center (EOC).
• The Emergency Management Director became a certified Until Help Arrives instructor and began holding classes for residents. The Director will continue to host these classes as time allows and if there is enough interest within the community.
• The Emergency Management Director became a certified Stop-the-Bleed instructor and began holding classes for residents. The Director will continue to host these classes as time allows and if there is enough interest within the community.
• In an effort to establish a rank and file system for Tolland CERT 40, a Team Leader was appointed and provided with trainer-level certification. Due to extenuating circumstances the appointee resigned from the Team; as of this writing the Team Leader position remains vacant. Currently we have one member designated as an Administrative Assistant who coordinates communications and keeps the Team’s records.
• All Tolland CERT 40 team members’ credentials are being verified to ensure that they are up-to-date with required certifications. Current Tolland CERT 40 members will participate in additional training to improve and expand their skills.
• The Director will conduct another CERT training series for the general public beginning in year 19-20.
• Tolland CERT 40 team members participated in training classes including Shelter Management.
• The confidential Special Needs Database has been updated as it is annually. This continues to be a time consuming project for staff as people are not communicating and updating their information with us in a timely manner.
• Continuing demands are increasing from the State and Federal level for towns to be more responsive and have equipment in place and at the ready. Messages were posted and eblasted with the State’s GET Ready Campaign information from the region.
• Continuing efforts and reminders were again made advising Town Supervisors and Directors on the importance of being trained in NIMS (National Incident Management System). Encouraged all Town Supervisors and Directors to be trained at minimum, one level above their employees and in addition should hold IS 700, 100, 200, 300, 400 and 800 certifications to operate in the Town’s Emergency Operations Center during a crisis.
• Purchased various items to continue to support the operation. Ready-to-Go Shelter kits & cots in mobile containers have been stocked and are ready to be deployed at a moment’s notice. These mobile containers have been allowed to be stored in two schools.
• Updated various set-ups and components in the Emergency Operations Center from past years’ experience.
• Updated EOC cabinets and donated TV’s for when the EOC is activated.
• Continue to campaign to residents and businesses to sign-up for Tolland Alert, Tolland’s reverse emergency notification system.
• Gave a third presentation to local churches and faith-based organizations to encourage them to start developing their own CERT teams as well as provided training in High Quality Operations Plans.

ASSESSMENT OF NEEDS: below is ongoing list for the past several years
• The Emergency Operations Center (EOC) should have a backup Email server. {Ongoing}
• Still waiting for a secondary Email domain. A back-up system was proved necessary a few years ago when as a result of major storms that occurred, we lost the ability to communicate locally and with the State Emergency Operations Center.
• Additional space is needed for an EOC. We have learned that during actual EOC operations the current space is not conducive to all the activity that happens, especially during critical time periods. {Ongoing}
• Office space and storage space is needed to accommodate CERT personnel, equipment and supplies as well as other volunteers.
• The need for an additional off-site secured facility for storage of the above and similar shelter items is a high priority. We have lost a lot of our supplies due to storage of items are held in steel storage containers.
• Newer large flat-screen TVs for EOC room.
• Two Projectors for EOC room (newer ones were received through a private donation).
• Additional funding to be able to purchase additional cots and various sheltering items; we do not have enough supplies and budgeting is limited.
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Preliminary of the financial statements:
Significant accounting estimates made by management, as well as evaluating the overall financial statements, are included in the audit process. We express no such opinion. In making these estimates, we consider various facts and circumstances that are relevant to the financial statements. These include, but are not limited to, the following:

1. The extent of audit work performed
2. The nature of the audit procedures performed
3. The audit evidence obtained

We have considered the following in determining the degree of emphasis to be placed on the audit evidence obtained:

1. The extent of audit work performed
2. The nature of the audit procedures performed
3. The audit evidence obtained

We are responsible for the preparation of the financial statements. We have also considered the following in determining the degree of emphasis to be placed on the audit evidence obtained:

1. The extent of audit work performed
2. The nature of the audit procedures performed
3. The audit evidence obtained

Our responsibilities are to express opinions on these financial statements based on our audit.

Auditors' Responsibility

Material misstatements, whether due to fraud or error, may result in the preparation of financial statements that are not in accordance with accounting principles generally accepted in the United States of America. Material misstatements may result in the preparation of financial statements that are not in accordance with accounting principles generally accepted in the United States of America.

Management is responsible for the preparation of the financial statements.

Report on the Financial Statements

Town of Toland, Connecticut

To the Town Council

Independent Auditors' Report
The introductory and statistical sections have not been subjected to the auditing procedures applied in the audit of the basic financial statements, and accordingly, we do not express an opinion or provide any assurance on the financial statements and schedules and only express our opinion on the effective compliance with all major applicable and material provisions of the basic financial statements and schedules and on the effective implementation of the basic internal controls described in the auditor's report. The introductory and statistical sections are presented for the purpose of forming opinions on the financial statements that are not required by the basic financial statements. The introductory and statistical sections are presented for the purpose of forming opinions on the financial statements that are not required by the basic financial statements. The introductory and statistical sections are presented for the purpose of forming opinions on the financial statements that are not required by the basic financial statements.
November 7, 2019
West Hartford, Connecticut

[Signature]

Blumberg, Zack, & Company, P.C.

Over financial reporting and compliance.

With Government Auditing Standards in considering the Town of Tolland, Connecticut's Internal Control
financial reporting on compliance. This report is an integral part of an audit performed in accordance
provided an opinion on the effectiveness of the Town of Tolland, Connecticut's Internal Control over
of internal control over financial reporting and compliance and the results of that testing, and not to
gate agreements and other matters. The purpose of this report is solely to describe the scope of our testing
2019 on our consideration of the Town of Tolland, Connecticut's Internal Control over financial reporting
in accordance with Government Auditing Standards, we have also issued our report dated November 7,
The accompanying notes are an integral part of the financial statements.

<table>
<thead>
<tr>
<th>10/4.86.25</th>
<th>$ 917.326</th>
<th>$ 966.739</th>
<th>$ 995.687</th>
</tr>
</thead>
<tbody>
<tr>
<td>23.31.47</td>
<td>1.682.17</td>
<td>2.221.39</td>
<td>2.317.95</td>
</tr>
<tr>
<td>22.25.63</td>
<td>2.221.39</td>
<td>2.221.39</td>
<td>2.221.39</td>
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<tr>
<td>76.274</td>
<td>2.000</td>
<td>2.000</td>
<td>2.000</td>
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<tr>
<td>73.86</td>
<td>2.368.53</td>
<td>2.368.53</td>
<td>2.368.53</td>
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<tr>
<td>73.170.75</td>
<td>7.766.653</td>
<td>7.766.653</td>
<td>7.766.653</td>
</tr>
<tr>
<td>7.146.368</td>
<td>81.48.653</td>
<td>81.48.653</td>
<td>81.48.653</td>
</tr>
</tbody>
</table>

**Unrestricted**

**Perpetual Care - Nonexpendable**

**Endowment - Nonexpendable**

**Commitments for capital repairs and improvements**

**Restricted for:**

**Net investment in capital assets**

**Net Position:**

<table>
<thead>
<tr>
<th>10/4.86.25</th>
<th>$ 484.293</th>
<th>$ 483.932</th>
<th>$ 483.932</th>
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</thead>
<tbody>
<tr>
<td>48.433.572</td>
<td>48.393.207</td>
<td>48.393.207</td>
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<tr>
<td>20.16</td>
<td>20.16</td>
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</table>

**Total derived inflows of resources**

**Advance property tax collections**

**Deferred inflows related to OPEB**

**Deferred inflows of resources:**

<table>
<thead>
<tr>
<th>10/4.86.25</th>
<th>$ 24.32.364</th>
<th>$ 24.32.364</th>
<th>$ 24.32.364</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.32.64</td>
<td>1.08.276</td>
<td>1.08.276</td>
<td>1.08.276</td>
</tr>
<tr>
<td>1.32.64</td>
<td>1.32.64</td>
<td>1.32.64</td>
<td>1.32.64</td>
</tr>
</tbody>
</table>

**Total liabilities:**

**Noncurrent liabilities, due in more than one year**

**Noncurrent liabilities, due within one year**

**Unearned revenue**

**Accrued interest payable**

**Accounts payable**

**Accounts payable:**

**Total liabilities:**

**Total derived outflows of resources**

**Deferred outflows related to OPEB**

**Deferred outflows of resources:**

<table>
<thead>
<tr>
<th>10/4.86.25</th>
<th>$ 14.32.655</th>
<th>$ 14.32.655</th>
<th>$ 14.32.655</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.36.223</td>
<td>14.36.223</td>
<td>14.36.223</td>
<td>14.36.223</td>
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<tr>
<td>18.25.657</td>
<td>18.25.657</td>
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<tr>
<td>2.000</td>
<td>2.000</td>
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<tr>
<td>2.59.676</td>
<td>2.59.676</td>
<td>2.59.676</td>
<td>2.59.676</td>
</tr>
<tr>
<td>4.1.75</td>
<td>4.1.75</td>
<td>4.1.75</td>
<td>4.1.75</td>
</tr>
<tr>
<td>1.08.028</td>
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<td>1.08.028</td>
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<tr>
<td>1.01.014</td>
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<td>1.01.014</td>
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<tr>
<td>89.900</td>
<td>89.900</td>
<td>89.900</td>
<td>89.900</td>
</tr>
<tr>
<td>89.559</td>
<td>89.559</td>
<td>89.559</td>
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<tr>
<td>89.220</td>
<td>89.220</td>
<td>89.220</td>
<td>89.220</td>
</tr>
</tbody>
</table>

**Total assets:**

**Capital assets, net of accumulated depreciation**

**Capital assets, nonexpendable**

**Restricted investments**

**Restricted cash**

**Advance to plan administrator**

**Other assets**

**Accounts receivable**

**Intergovernmental receivables**

**Property taxes receivable**

**Inventories**

**Cash and cash equivalents**

**Assets:**

**Total**

**Activities**

**Business-Type**

**Governmental**

**STAMMENT OF NET POSITION**

TOWN OF TOLLAND, CONNECTICUT

JUNE 30, 2019
The accompanying notes are an integral part of the financial statements.

<table>
<thead>
<tr>
<th>Net Position at End of Year</th>
<th>$ 96,837,662</th>
<th>$ 101,868,857</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/30/64</td>
<td>42,376,766</td>
<td>46,869,268</td>
</tr>
<tr>
<td>9/30/65</td>
<td>46,869,268</td>
<td>44,914,468</td>
</tr>
<tr>
<td>6/30/66</td>
<td>44,914,468</td>
<td>43,546,287</td>
</tr>
<tr>
<td>6/30/67</td>
<td>43,546,287</td>
<td>42,290,925</td>
</tr>
<tr>
<td>6/30/68</td>
<td>42,290,925</td>
<td>41,048,205</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Change in net position</th>
<th>$ 4,278,275</th>
<th>$ 6,331,018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total annual revenues and expenses</td>
<td>$ 14,113,311</td>
<td>$ 19,691,348</td>
</tr>
<tr>
<td>Transfers</td>
<td>$ 1,778,666</td>
<td>$ 2,241,018</td>
</tr>
<tr>
<td>Investment income</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>Credits and contributions not restricted to specific programs</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>General revenue</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>Business activities</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>Education</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>Health services</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>Public safety</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>General government</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
<tr>
<td>Total programs</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Revenues</th>
<th>$ 14,113,311</th>
<th>$ 19,691,348</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in net position</td>
<td>$ 4,278,275</td>
<td>$ 6,331,018</td>
</tr>
</tbody>
</table>

YEAR ENDED JUNE 30, 2019
TOLLAND CONNECTICUT
The accompanying notes are an integral part of these financial statements.

<table>
<thead>
<tr>
<th>Fund Balance</th>
<th>Total Liabilities</th>
<th>Deferred Inflows of Resources</th>
<th>Total Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
</tr>
<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
</tr>
<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
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<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
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<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
</tr>
<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
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<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
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<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
</tr>
<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
</tr>
<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
</tr>
<tr>
<td>Fund Balance</td>
<td>Total Liabilities</td>
<td>Deferred Inflows of Resources</td>
<td>Total Assets</td>
</tr>
</tbody>
</table>

### Notes

**General Fund:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

**Other Funds:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

**Governmental Funds:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

**Capital Projects:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

**Indian Land Trust:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

**Small Cities:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

**CDBG:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

**General Assessment:**
- **Cash and Cash Equivalents:**
- **Revenues:**
- **Expenses:**
- **Other:**
- **Total Assets:**

### June 30, 2019

**Balance Sheet - Governmental Funds**

**Total of Tolland, Connecticut**
The accompanying notes are an integral part of the financial statements.

<table>
<thead>
<tr>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bond premium</td>
<td>(2,106,825)</td>
</tr>
<tr>
<td>Capital lease</td>
<td>(1,481,905)</td>
</tr>
<tr>
<td>Accrued interest payable</td>
<td>(322,361)</td>
</tr>
<tr>
<td>Commissions</td>
<td>(1,123,429)</td>
</tr>
<tr>
<td>Deferred grant revisions related to OPEB</td>
<td>1,018,976</td>
</tr>
<tr>
<td>Deferred inflows of resources realized to OPEB</td>
<td>(20,767)</td>
</tr>
<tr>
<td>Other post employment benefit liability</td>
<td>(2,189,122)</td>
</tr>
<tr>
<td>Bonds and notes payable</td>
<td>(33,165,000)</td>
</tr>
</tbody>
</table>

The Internal Service Funds are reported with governmental activities and management to individual funds. The assets and liabilities of the Internal Service Funds are used by management to charge the costs of current period and therefore, are not reported in the funds:

<table>
<thead>
<tr>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allowance for doubtful accounts on notes receivable</td>
<td>(1,373,985)</td>
</tr>
<tr>
<td>Allowance for doubtful accounts on notes receivable - accounts receivable</td>
<td>(1,991,114)</td>
</tr>
<tr>
<td>Property, plant, and equipment</td>
<td>116,505</td>
</tr>
</tbody>
</table>

Other long-term assets are not available to pay for current period and therefore, are not reported in the funds:

<table>
<thead>
<tr>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accumulated depreciation, net</td>
<td>(105,102,286)</td>
</tr>
<tr>
<td>Governmental capital assets</td>
<td>(223,017,053)</td>
</tr>
</tbody>
</table>

Other long-term assets are not reported in the funds:

<table>
<thead>
<tr>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governmental capital assets</td>
<td>(223,017,053)</td>
</tr>
</tbody>
</table>

The difference are as follows:

<table>
<thead>
<tr>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconciliation of balances - government fund balance sheet - statement of net position</td>
<td>(1,877,344)</td>
</tr>
</tbody>
</table>

Reconciliation of balance sheet - government fund balance sheet - statement of net position:

June 30, 2019
The accompanying notes are an integral part of the financial statements.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Change in Fund Balances</td>
<td>146.825</td>
<td>69.367</td>
<td>1.340.421</td>
<td>7.773.806</td>
<td>6.009</td>
<td>3.245.810</td>
<td>869.787</td>
</tr>
<tr>
<td>Transfers out</td>
<td>663.677</td>
<td>1.16.390</td>
<td>1.19.789</td>
<td>2.999.786</td>
<td>699.169</td>
<td>91.048</td>
<td>1.350.243</td>
</tr>
<tr>
<td>1.180.631</td>
<td>60.487</td>
<td>1.159.150</td>
<td>1.589.922</td>
<td>201.679</td>
<td>13.713.698</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>67.742.819</th>
<th>52.072</th>
<th>1.038.805</th>
<th>2.829.876</th>
<th>827.308</th>
<th>1.121.715</th>
<th>78.079</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditures</td>
<td>5.674.809</td>
<td>44.828</td>
<td>789.787</td>
<td>1.499.789</td>
<td>72.891</td>
<td>4.325.806</td>
<td>3.498.677</td>
</tr>
<tr>
<td>Capital outlay</td>
<td>4.089.786</td>
<td>39.871</td>
<td>64.789</td>
<td>11.128</td>
<td>83.147</td>
<td>1.131.715</td>
<td></td>
</tr>
<tr>
<td>1.180.631</td>
<td>52.072</td>
<td>1.159.150</td>
<td>1.589.922</td>
<td>201.679</td>
<td>13.713.698</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.829.876</td>
<td>827.308</td>
<td>1.121.715</td>
<td>78.079</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>66.510.887</th>
<th>24</th>
<th>141.924</th>
<th>139.388</th>
<th>79.389</th>
<th>67.786</th>
<th>1.354.865</th>
</tr>
</thead>
</table>

**Statement of Revenues, Expenditures and Changes in Fund Balances - Governmental Funds**

For the Year Ending June 30, 2019

Town of Toland, Connecticut
Change in net position of governmental activities (Exhibit II)

The net income (or expense) of governmental activities reported with governmental activities:

The net income of the internal service funds is reflected with governmental activities.

- Net change in employment benefit exposure
- Amortization of deferred charges on refunding
- Change in accrued interest
- Commissions earned
- Revenues and transfers, are not included as expenditures in governmental funds.

Some expenses reported in the statement of activities do not require the use of current financial statement.

Capital lease payments
Bond payments

Revenues are as follows:

- Revenue from the provision of goods and services provided non-financial resources
- Revenue from the provision of goods and services provided non-financial resources
- Revenue from the provision of goods and services provided non-financial resources
- Revenue from the provision of goods and services provided non-financial resources

Revenues in the statement of activities that do not provide current financial resources are not reported.

Change in deferred revenue recognized in OPEB
Change in deferred revenue recognized in OPEB

Capital outlay

Change in fund balance - total governmental funds (Exhibit I)

Annuls reported for governmental activities in the statement of activities (Exhibit II) are different due to:

Statement of Activities:

For the Year Ending June 30, 2019

In Fund Balances - Governmental Funds (Continued)

Statement of Revenues, Expenditures and Changes in Fund Balance - Governmental Funds To
The accompanying notes are an integral part of the financial statements.

### Fund Balance at End of Year

<table>
<thead>
<tr>
<th>Fund Balance at End of Year</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>$7,825.17</td>
<td>$</td>
</tr>
</tbody>
</table>

### Fund Balance at Beginning of Year

<table>
<thead>
<tr>
<th>Fund Balance at Beginning of Year</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>$9,010.48</td>
<td>$</td>
</tr>
</tbody>
</table>

### Excess of Revenues and Other Financing Sources over Expenditures and Other Financing Uses

<table>
<thead>
<tr>
<th>Excess of Revenues and Other Financing Sources over Expenditures and Other Financing Uses</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Other Financing Sources (Uses)</td>
<td>$</td>
</tr>
<tr>
<td>Transfers out of Prior Period Balances</td>
<td>$</td>
</tr>
<tr>
<td>Appropriation of fund balance</td>
<td>$</td>
</tr>
<tr>
<td>Current Financing Sources (Uses)</td>
<td>$</td>
</tr>
</tbody>
</table>

### Excess of Revenues over Expenditures

<table>
<thead>
<tr>
<th>Excess of Revenues over Expenditures</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Expenditures</td>
<td>$</td>
</tr>
<tr>
<td>Debt Service</td>
<td>$</td>
</tr>
<tr>
<td>Bond of Education</td>
<td>$</td>
</tr>
<tr>
<td>Contingency and other</td>
<td>$</td>
</tr>
<tr>
<td>Record and-cultural</td>
<td>$</td>
</tr>
<tr>
<td>Public Safety Services</td>
<td>$</td>
</tr>
<tr>
<td>Public Works</td>
<td>$</td>
</tr>
<tr>
<td>Community Services</td>
<td>$</td>
</tr>
<tr>
<td>Planning and Community development</td>
<td>$</td>
</tr>
<tr>
<td>Administrative</td>
<td>$</td>
</tr>
</tbody>
</table>

| Current:                              | $                     |
|                                      | $                     |

| Other Revenues:                       | $                     |
|                                      | $                     |
| Revenue:                              | $                     |
|                                      | $                     |
| Property Taxes                       | $                     |
|                                      | $                     |
| Intergovernmental Revenue            | $                     |
|                                      | $                     |
| Charges for Services                 | $                     |
|                                      | $                     |
| Investment Income                   | $                     |
|                                      | $                     |
| Total Revenues                       | $                     |
|                                      | $                     |

### Variance

<table>
<thead>
<tr>
<th>Variance</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative</td>
<td>$</td>
</tr>
<tr>
<td>Positive</td>
<td>$</td>
</tr>
</tbody>
</table>

### Final Budget

<table>
<thead>
<tr>
<th>Final Budget</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>$</td>
</tr>
<tr>
<td>Budget</td>
<td>$</td>
</tr>
<tr>
<td>Variance</td>
<td>$</td>
</tr>
</tbody>
</table>

---

FOR THE YEAR ENDED JUNE 30, 2019

**BUDGET AND ACTUAL - GENERAL FUND**

**STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE**

TOWN OF TOLLAND, CONNECTICUT
THOSE WHO SERVED
2018 - 2019
TOWN STAFF

Town Manager
Steven R. Werbner

Animal Control Officers
Tina M. Binheimer
Michael D. LaPointe (thru 3/19)
Samantha Fegan (from 4/19)

Assessor
Jason T. Lawrence

Assistant Director of Human Services
Nancy T. Dunn

Assistant Finance Director
Christopher Jordan

Building Official
James E. Paquin

Collector of Revenue
Michele M. Manas

Director of Administrative Services
Michael S. Wilkinson

Director of Finance & Records/
Treasurer
Lisa A. Hancock

Director of Health
Eastern Highlands Health District

Director of Human Services
Beverly A. Bellody

Director of Library Services
Barbara A. Pettijohn

Director of Planning & Development
Heidi Samokar

Director of Recreation
Bruce S. Watt

Fire Chief
John C. Littell

Fire Marshal
Robert E. DaBica

Public Safety Director
John C. Littell

Public Works Director
Scott C. Lappen

Public Works Operations Manager
Paul E. Russell

Public Works Supervisors
Dennis M. Carr
Scott L. Howe

Resident Troopers
Al Beland
Admin. Tpr., Kevin Eklund
Jonathan Neihengen
Patrick J. O'Brien (thru 2/19)
Kevin Hoyt (thru 3/19)

Sanitarian
Holly Hood

Town Attorney
Attorney Richard S. Conti
Diana, Conti & Tunila

Town Clerk
Sheila M. Bailey

Town Planner
Heidi Samokar

Zoning Enforcement Officer
Heidi Samokar
### Agriculture Commission
*(generally meets 1st Monday of month)*
- Steven Bassett (from 2/19)
- Sarah Farrell
- Stephen Lundgren, Chair (10/18-1/19)
- Cathy Madore (thru 9/18)
- Joe Matteis (thru 1/19)
- Joe Matteis, Chair (from 2/19)
- Sheri Sullivan, Alt. (from 3/19)
- Arden Tanner, Vice Chair

### Birch Grove Building Committee
*(generally meets 1st & 3rd Tuesday of mo.)*
- Bev Bellody
- Ryan Cooley
- Michelle Harrold (thru 10/19)
- Lou Luba (from 12/19)
- Joe Matteis, Vice Chair
- Katie Murray, Chair
- Jeffrey Palmer
- Dana Philbin (from 12/19)
- Linda Rallo
- Christopher Scheidel
- Alison Skinner, Alternate
- David Skoczulek (thru 10/19)
- Peter Sztaba
- Josh Urrutia

### Blight Review Committee
*(generally meets 4th Thursday of month)*
- Beverly Bellody
- Thomas Guglielmone, Jr.
- James Paquin
- Carol Stocks Prandy
- Jan Rubino, Chair
- David Skoczulek
- Cliff Vachon

### Board of Assessment Appeals
- Daniel Bracken
- Robert Entigar, Alternate
- Richard Field
- Victoria Ricci, Alternate
- Leslie Howlett, III, Chair

### Board of Education*
*(generally meets 2nd & 4th Wednesday of mo.)*
- Sam Adlerstein
- Michelle Harrold
- Katherine Howard-Bender
- Karen Moran, Vice Chair
- Robert Pagoni
- Jane Pasini
- Christina Plourd
- Jeffrey Schroeder
- Colleen Yudichak, Chair

### Board of Building Appeals
- Victoria Ricci

### Board of Recreation
*(generally meets 2nd Monday of month)*
- David Boland
- Anthony J. Ciccone, Jr.
- David Clokey
- Logan Gauvin
- Lawrence J. Gramling
- Nicole Kowal
- Jeffrey A. Maron, Chair

### Cable Advisory Board
- Paul S. Batterson, Jr.
- Larry F. Perosino

### Charter Revision Commission
*(Dissolved 11/18)*
- Philip Aieta
- Hollie Barnas
- Marilee Beebe, Co-Chair
- Benjamin Christensen
- Elizabeth Costa
- Susan Errickson, Co-Chair
- Robert Green
- Bryan Hurlburt
- Abigail Jeffries

### Conservation Commission
*(generally meets 2nd & 4th Thursday of mo.)*
- Benjamin Christensen, Alt.
- Valerie Clark
- Donato DiGenova, Chair
- James Hutton, Vice Chair (thru 6/18)
- Susan Hutton (from 7/18)
- Eugene M. Koss
- William Kowal
- Richard Merritt
- Keith Podrebartz, Alt. (from 9/18)

*Designates Elected Positions*
Delinq. Tax Collection Enf. Committee
Beverly Bellody
Lisa Hancock
Michele Manas
Tammy Nuccio
Heidi Samokar
David Skoczulek
Steven Werbner

Design Advisory Board
(generally meets 1st Thursday of month)
William Byers
James Gorman
Sudhakar Nagardeolekar, Chair
Vikas Nagardeolekar, Vice Chair
Cheryl Nicholas
Kimberly Rogers

Economic Development Commission
(generally meets 1st Wednesday of month)
Christy Christensen, Alt. (thru 11/18)
Christy Christensen (from 11/18)
Jon Crickmore (from 2/19)
Caitlin Gordon, Alt. (from 2/19)
Steven D. Hurlbut (thru 10/18)
Cassandra Keszluer, Alt. (thru 1/19)
Todd Longo (thru 8/18)
Todd Longo, Chair (from 9/18)
Markus Muhlauser
Edward Shaw, Alternate (thru 7/18)
Edward Shaw (from 8/18)
Denise Stake, Vice Chair
Gregory M. Williams, Chair (thru 7/18)

Ethics Commission
(generally has Annual Meeting Jan./Feb.)
David Frates (from 1/19)
Marie Sauve (thru 12/18)
Marie Sauve, Chair (from 1/19)
Rebecca D. Tanner, Chair (thru 12/18)
Robert Tyndall (from 1/19)
Beth Whitman (thru 12/18)

Fence Viewer
Robert Rubino

Historic District Commission
(generally meets 3rd Wednesday of month)
Kathleen W. Bach
Morgan Mariah Bumps, Alternate
Alona Croteau, Alternate
Jodie Coleman-Marzialo, Chair
Ann Deegan
Rodney S. Hurtuk
Timothy Malone
Celeste Senechal, Alt. (from 1/19)
Craig Surber, Alternate

Housing Authority
(generally meets 3rd Wednesday of month)
Rev. Jeffrey Gallagher
Frances O. Maynard, Chair
Stephen Merton (from 8/18)
Carolyn Winans McLeod, Vice Chair
David Young

Inland Wetlands & Watercourses Commission
(generally meets 3rd Thursday of month)
Elizabeth R. Banning
Raymond G. Culver, III
Lee A. Lafountain, Chair
Wade Mattesen (from 11/18)
Todd Penney
Bob Ross, Alt. (from 8/18)
Arden S. Tanner, Vice Chair

Judge of Probate*
Barbara Riordan*

Land Acquisition Advisory Committee
Donato DiGenova
Brenda Falusi
John Reagan
Heidi Samokar
Steven Werbner

Library Advisory Board
(generally Quarterly, 4th Monday)
Lynn Caley
Mary Jo Leahy
Barbara O’Connor
Bettye-Jo Pakulis
Marilyn Shirley
Susan H. Simons, Chair
Debra Slack

Permanent Celebration Committee
(generally meets 3rd Thursday for March, April, May, June)
Jen Dufour Blackwell (from 2/19)
Katherine Farrish (thru 11/18)
Kate Field (from 10/18)
Sharon Hiller
Toni Moura
Robin Nicolai (thru 11/18)
Celeste Senechal (from 1/19)
Mary-Pat Soucy, President
Deborah Wagner, Vice President

Planning and Zoning Commission*
(generally meets 2nd & 4th Monday of month)
Barbara Dimauro
Susan K. Erickson, Chair
Mark Farrell, Alternate
Jesse Gannelli, Alt. (thru 5/19)
Joseph Matteis, Alt. (from 5/19)
Bruce Mayer, Vice Chair
Andy Powell
Kurt Schenher

Registrars of Voters*
Leonard A. Bach
R. Michael Wyman

*Designates Elected Positions
Tolland Economic & Community Development Corporation
(Dissolved)
Robert O. Ciraco, Vice President
Andrew Dimaruo
Mark Riesbeck
Gregory M. Williams, President

Tolland Non-Profit Housing Corp.
.generally has Annual Meeting in November
Katherine G. Amedy
John Beck, President
Roland Cardin, Vice President
Denise Kokoszka
Edwin Lugo
Nancy Orris (from 3/19)
Edward Sederquest, III

Tolland Public Library Foundation
.generally meets 5 times a year
.on 2nd Monday
Linda S. Byam, President
Michael Byam
Katherine Farrish
Alison Haigis
Jan Rubino
Daniela M. Titterton
Cliff Vachon

Tolland Technology Advisory Board
George Ecabert
Kyle Daigle
Anthony Holt
John Livingston
Mike Martel
Manuel Medeiros
Andrew Powell, Chair

Tolland Water Commission
.generally meets 3rd Monday of month
Robert Green
Matthew Kenney
Kenneth Kittredge (thru 11/18)
Eugene M. Koss, Chair
Thomas M. Rallo
Scott Tardif (thru 7/18)
Vincent J. Tursi, II

Town Council*
.generally meets 2nd & 4th Tuesday of mo.
William Eccles, Chair
Brenda Falusi
Tammy Nuccio
John Reagan
Paul Reynolds
David Skoczulek, Vice Chair
Christine Vincent

Town Historian
Peter Palmer

Tree Warden
William K. Pakulis
Scott Lappend – Deputy
Paul Russell – Deputy (from 3/19)

Veteran’s Recognition Commission
.generally meets 3rd Thursday of month
Richard Field (from 11/18)
H. Gregory Forbush
George Horn (thru 10/18)
Robert Lincoln
Perne Maynard
Richard E. Tapp, Chair

Water Pollution Control Authority
.generally meets 3rd Tuesday of month
Bruce W. Allen, Vice Chair
Jacob Marie
Matthew D. Rood
Vincent Stetson
John K. Zevetchin, Chair

Zoning Board of Appeals*
.generally meets 4th Thursday of mo.
Marilee K. Beebe, Vice Chair
Peggy Boyajian, Chair
Stephen E. Caron
Ben Chevalier, Alternate
E. Steve Clark
Deb Goetz, Alternate
Michael R. Pascuzzi

*Designates Elected Positions
LAWS AND ORDINANCES OF INTEREST

HOUSE NUMBERS:

All buildings are required to display a building number to facilitate identification from the street. Delivery services as well as emergency responses are significantly affected if building numbers are not on display.

LANDSCAPING:

Plantings should be confined to the limits of ownership and not on the snow shelf. Trees and shrubs often block site distances, which cause hazards to motor vehicles and bicycles. Also, they may be damaged by snowplows during snow removal operations.

SEPTIC SYSTEMS:

Septic systems should be pumped at least every three to five years for proper maintenance. The use of septic additives is not productive and may be harmful to the environment according to the State of Connecticut Department of Energy & Environmental Protection.

DOGS:

All dogs at the age of six months must be licensed. Thereafter, dogs must be licensed each year during the month of June. Dogs must be vaccinated against Rabies and a certificate to that effect must be presented at the time of licensing. It is illegal to allow dogs to roam.

DISCHARGE OF SNOW AND WATER ON PUBLIC STREETS:

It is a common nuisance to discharge water or snow onto the public street. It is also illegal to park motor vehicles on the street so as to impede the removal of snow, ice or other hazardous substances.

USE OF TOWN GREEN:

Organizations must register their signs for the Town Green through the Town Manager’s Office and need to follow the regulations.

FACTS

SOLID WASTE:

The Solid Waste Program includes four principal sections, Household Rubbish, Recyclables, Bulky Waste/Metals and Hazardous Waste. Please note that each type of waste has very specific and sometimes different rules on how to properly dispose of items.

Household Rubbish is collected weekly using the large wheeled totes required for automated collection. Items for disposal should be bagged and placed in the tote. Only items in the unit can be collected. Each household was provided a single tote free of charge.

Recyclables are a very important component of our collection program. Every item recycled rather than mixed in with the rubbish reduces the Town’s disposal cost as well as providing environmental benefits associated with reduced demands on resources. Recycling is done every other week at the same time as the rubbish collection and requires the use of the blue recycling totes to indicate to the driver that you have material you want recycled. Presently we accept newspaper, junk mail, cereal boxes, cardboard, magazines and hard and soft cover books, phone books, rinsed glass bottles, tin cans, aluminum cans and plastic containers #1 through #7.

Bulky Waste/Metals are collected only during the first full week of the month and you must make specific arrangements with Willimantic Waste by calling 1-800-286-5335 at least four days in advance of your scheduled trash collection day. Town sponsored metal/bulky waste items will be picked up during the first full week of October. Our vendor, Willimantic Waste Paper, will do 11 additional monthly metal/bulky waste at curbside pick-ups per year with the resident being charged by the vendor $32 per pick-up for up to (4) reasonable sized items. Reservations are not confirmed until payment is received by Willimantic Waste Paper for those months where there is a charge. Paid reservations can only be done by calling Willimantic Waste Paper at the phone number in BOLD above. Oil pick-up at curbside has been eliminated due to environmental concerns. Some auto parts businesses take used motor oil. Bill’s Auto Parts is one local option at $2.00 per gallon or Anderson Automotive will take the first 2 to 3 gallons free.

Hazardous materials are handled by the MidNEROC waste drop off facility on Hancock Road in Willington on the first and third Saturdays from mid-April to early November. Specific directions and information regarding the type of material they can accept is listed in our Resident’s Guide.

All collection will be delayed by one day following the holiday when the holiday falls on a weekday. Holidays observed by the refuse collection agency are: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. Other national and state holidays are not observed.

Please consult the Resident’s Guide to Solid Waste Disposal for more details. This Guide is on Tolland’s website at www.tolland.org and printed copies are available in the Town Office Building, 21 Tolland Green.

BURNING PERMITS:

Effective September 1, 2015 residents are able to obtain an Open Burning Permit from any firehouse in Town that is staffed with a Public Safety Officer Monday through Friday. The Fire House addresses and phone numbers are: 3 Rhodes Road (Merrow Road) - 860-871-3682, 64 Crystal Lake Road - 860 871-3681, 247 Gehring Road – 860-871-3684 and 107 Plains Road – 860-871-3688. Permits become active on the Monday following the application; same day permits will not be issued. Before any burning begins permittees must check the current day fire index by calling 860-424-3333 or checking the Department of Energy & Environmental Protection’s web-site at www.ct.gov/dep. If the Forest Fire Danger Report is High, Very High or Extreme, no burning is allowed. If burning is allowed, all instructions on the permit must be followed.

MUNICIPAL OFFICE HOURS:

Monday through Wednesday: 8:00 a.m. to 4:30 p.m., Thursday: 8:00 a.m. to 7:30 p.m. and closed Fridays.

LIBRARY HOURS:

Monday through Thursday: 10:00 a.m. to 8:00 p.m. and Friday and Saturday: 10:00 a.m. to 5:00 p.m.
# Citizen Inquiry References

<table>
<thead>
<tr>
<th>For Answers on:</th>
<th>Call the:</th>
<th>Telephone:</th>
<th>For Answers on:</th>
<th>Call the:</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessments</td>
<td>Assessor’s Office</td>
<td>860-871-3650</td>
<td>Probate</td>
<td>Probate Court</td>
<td>860-871-3640</td>
</tr>
<tr>
<td>Birth Certificates</td>
<td>Town Clerk’s Office</td>
<td>860-871-3630</td>
<td>Recreation Activities</td>
<td>Recreation Office</td>
<td>860-871-3610</td>
</tr>
<tr>
<td>Books &amp; Information</td>
<td>Library</td>
<td>860-871-3620</td>
<td>Recycling</td>
<td>Public Works</td>
<td>860-926-4695</td>
</tr>
<tr>
<td>Building Permits</td>
<td>Building Office</td>
<td>860-871-3601</td>
<td>Refuse Collection</td>
<td>Public Works</td>
<td>860-926-4695</td>
</tr>
<tr>
<td>Counseling</td>
<td>Human Services</td>
<td>860-871-3615</td>
<td>Senior Citizens</td>
<td>Senior Center</td>
<td>860-870-3730</td>
</tr>
<tr>
<td>Crandall Park</td>
<td>Recreation Office</td>
<td>860-871-3610</td>
<td>Septic Matters</td>
<td>Sanitarian’s Office</td>
<td>860-871-3601</td>
</tr>
<tr>
<td>Death Certificates</td>
<td>Town Clerk’s Office</td>
<td>860-871-3630</td>
<td>Sewer Use</td>
<td>Finance Office</td>
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<td>Dogs</td>
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**ALL EMERGENCIES - 911**