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Butterfly Garden at Verplanck School - Youth Services Bureau Journey Program

On the cover: Youth Services Bureau Adventure Day
On behalf of the Board of Directors and Town Administration, we are pleased to present the 2010 Annual Report. On the pages that follow, you will find details of our activities and numerous accomplishments over the past year.

Given the severity and length of the current economic downturn, the Town could have been satisfied to simply ride out the recession hoping for the best. To be sure, the Board of Directors and Administration worked assiduously to advance several consecutive budgets with modest expenditures and limited tax growth. But the Great Recession will not be an impediment to the forward thinking and action the Town is known for.

Manchester continues to be recognized at both the state and national levels as an innovator and leader among local governments. Our efforts in fostering success among disconnected youth in the 16-24 age range are considered groundbreaking and serve as a model for other communities across the country. An offshoot of the Town’s extensive planning efforts on children, youth and families, the Neighborhood Academy is a one-of-a-kind program designed to build the best leaders possible for our neighborhoods. And Manchester was one of the early implementers of single stream recycling, a change that helped increase our recycling rate by more than 30%.

Much of our attention of late has focused on economic development, with targeted efforts to improve job prospects for our residents. We recently created a Workforce Development Commission tasked with streamlining the many employment and training programs available in the community. We also partnered with Manchester Community College to offer a web-based job listing service on the Town’s website.

One of our most important economic development efforts has been to formulate a plan for the revitalization of the old Parkade and the Broad Street area. The old Parkade’s days as a point of blight in the central part of town are numbered. Soon, residents will see abatement activity on site, followed by demolition of the deteriorating structures. By the spring of 2012, we expect extensive streetscape improvements on Broad Street to be underway, paid for largely by a grant from the State of Connecticut.

As always, these accomplishments would not have been possible without the strong working relationships among and between the Board of Directors, the Administration, Town residents and many other community stakeholders. We thank you for your commitment to the Town and welcome your feedback and ideas for meeting the needs of all Manchester residents.
BOARD OF DIRECTORS
ACCOMPLISHMENTS

July 1, 2009 – June 30, 2010

► Authorized an $8 million Public Works bond resolution which was approved by the voters in the November 2009 referendum.

► Authorized an $8 million bond resolution for redevelopment efforts in the Broad Street area which was approved by the voters in the November 2009 referendum.

► Approved a project to renovate the Spruce Street Firehouse as the Eastside Public Safety Youth Center utilizing $696,000 in federal and state grant funds.

► Approved the issuance of $4.9 million in refunding bonds, saving the Town more than $200,000 in interest payments over the life of the bonds.

► Approved the formation of the Workforce Development Commission.

► Joined the Central Connecticut Solid Waste Authority in anticipation of the conclusion of the Town’s contract for waste disposal services with the Connecticut Resource Recovery Authority in 2012.

► Approved a Request for Proposals for management of the Manchester Public Golf Course.

► Approved energy efficiency improvements at numerous Town buildings and schools utilizing federal stimulus funds.

► Authorized a $13.7 million bond resolution for renovations to Highland Park Elementary School which was approved by the voters in the April 2010 referendum.

► Approved a Library Union wage and step reopen agreement and a two year extension of the Fire Union Contract, Supervisory Union Contract and the Municipal Employee Union Contract.
HUMAN RESOURCES

The Human Resources Department is responsible for administrative duties including labor relations and contract administration; employee recruitment, orientation and retention; organizational development and strategic planning; employee training and technical assistance; employee benefits counseling and administration; workers’ compensation; development of safety, health related, workplace behavior and other personnel policies; and compliance and oversight of federal and state mandates such as Family Medical Leave Act (FMLA) and Americans with Disabilities Act (ADA).

Manchester Government Academy

The 15th session of Manchester Government Academy was offered in the fall of 2009. This ten-week program, which offers the public a hands-on learning experience about local government, also includes a session facilitated by the Manchester Public Schools. Manchester Government Academy attracts new residents as well as those who have lived in the community all their lives. The program serves as a foundation for those who would like to serve on Boards and Commissions and other community groups.

Employee Wellness

The Town’s Employee Wellness Program expanded this year and a variety of activities were offered with increased participation. The highlight for the spring of 2010 was a Biggest Winners Contest whereby 76 employees lost a percentage of body weight. Employee Wellness is a part of the Town of Manchester work culture and examples of activities include monthly Lunch and Learn Programs, blood pressure screenings, and a walking program with an emphasis on good nutrition and health. New this year was an outreach program to field employees and a fitness program where participants committed to exercising three times/week.

BUDGET & RESEARCH OFFICE

The Budget & Research Office provides analytical and informational services to the General Manager, Board of Directors, Town departments, and general public in order to facilitate informed decision making, particularly with respect to the availability and allocation of resources. The Budget & Research Office also facilitates the planning and implementation of new policies, procedures and programs. Specific responsibilities include:

- Preparation of the Recommended Budget and Adopted Town Budget.
- Preparation of the Capital Improvement Plan.
- Analysis of the impact of operations and policy proposals.
- Coordination of special projects and studies.
- Monitoring of the operating budget.
- Development of multi-year financial forecasts.
- Guidance and technical assistance on grant writing and reporting.
- Provide training in use of Town’s budgetary and capital planning software.

Annual Budget Cycle

Preparation Phase:
- Sept-Oct: Background data provided to departments, General Manager’s budget instructions to departments.
- Nov-Dec: Departments prepare budget requests; fixed costs estimated, Grand List finalized and revenues projected.
- Jan-Feb: Board of Education prepares and adopts recommended education budget, General Manager reviews department and Board of Education requests, General Manager submits proposed budget to Board of Directors.

Review and Adoption Phase:
- March: First public hearing, Board of Directors reviews all department and BOE budgets.
- April: Board of Directors finalizes budget, second public hearing (if necessary), Board of Directors adopts budget and mill rate.
- May: Budget referendum if citizens petition.
- June: Substitute budget adopted, if necessary. Final budget transfers (if necessary), tax bills prepared and mailed, adopted budget document prepared, fiscal year ends June 30.

Implementation and Management Phase:
- July: New fiscal year begins July 1, prior year appropriations lapse, new year appropriations available.
- July-Aug: Close of prior year.
- July-June: Budget monitoring and reporting, adjustments made (as needed).

Major Highlights:

The Budget Office’s major accomplishments in 2009/2010 include being awarded the Government Finance Officer’s Distinguished Budget Presentation Award. This award is the highest form of recognition in governmental budgeting and 2009/2010 represents the fourth time Manchester has received this distinction.
CUSTOMER SERVICE & INFORMATION CENTER

The Customer Service and Information Center (CSIC) was established in 1997 as a one-stop municipal resource center. The office handles a wide variety of service requests from the public, in addition to assisting other Town departments with their seasonal programs and public relations.

Call (860) 647-5235. Visit the office at Town Hall, 41 Center Street, or on the web at www.townofmanchester.org/CitizenService. Hours are Mon.-Fri. 8 a.m. to 5 p.m.

Major Highlights:

► Media Resources: Staff utilized the Town’s online calendar, channel 16, and Manchester Matters email to promote key programs such as the Town/MCC Job Board, H1n1 clinics, CRT energy assistance, Housing resources, Neighborhood Academy, HAM radio training, and Census 2010. Over 1,890 Municipal and Community Meetings/Events were advertised on Cox Channel 16 and the Town’s Web Calendar. 2,111 Manchester Matters subscribers received 145 emails alerting them to such news as storm cancellations, road construction, and seasonal programs.

► Community Liaison: IRS forms, Road Race registrations, Scholarship Applications, Band Shell concert schedules, and more are available through the CSIC.

► Passports: The Customer Service and Information Center serves as a Passport Acceptance Agency. Staff processed 176 applications & responded to 296 inquiries from customers.

► New Residents: 480 welcome letters were mailed and 89 comprehensive packages of Town literature distributed.

► Citizen Request System: 531 citizens utilized this electronic service via the Town’s website, as an alternative to calling or visiting Town Hall. The system allows for efficient tracking and routing of issues, and staff monitors the progress of requests through completion.

► Memorial Tree Planting Program: Donations of $2,982 provided for 16 new trees to be planted in Town parks and cemeteries.

► Parking Permits: Long-term parking in the Downtown Special Services District requires a permit. Staff issued 868 parking permits to customers throughout the year.

► Gift Shop: The Customer Service and Information Center generated $4,738 in revenue for non-profit agencies such as the Historical Society, Hockanum River Linear Assoc., and VFW by selling Manchester Memorabilia on their behalf. Staff members collected $1,974 in ticket sales for the Rotary Club Pancake Breakfast, Independence Day BBQ, and the Sports Hall of Fame Dinner; processed $964 in donations for MACC Charities resulting from dress down Fridays for employees, and raised $320 in daffodil sales for the American Cancer Society.

The Customer Service and Information Center provides public relations services to all Town Departments, and also front-line support in these areas:

► Tax & Assessment: Serviced 8,201 customers by collecting $2,625,097 in tax payments, $1,538 in copy fees and researching 1,433 tax & assessment inquiries.

► Public Works: The new bulk item collection and automated single stream recycling programs were implemented July 1, 2009. Staff answered over 1,500 questions about the leaf collection, trash & recycling, snowplowing and street sweeping programs and sold 28,452 leaf bags.

► Recreation: Staff produced over 400 Recreation membership IDs for Town residents, registered 226 people for recreation programs, and distributed 106 camp registration packets.

► Town Clerk: Serviced 2,782 customers and collected $19,387 in printing fees for computerized land records.

FINANCE ADMINISTRATION

The Finance Administration department provides overall planning, coordination and administration of the financial activities of the Town and oversees the Assessment and Collection, Accounting and General Services departments. This department is responsible for the Town’s risk management activities including property and liability insurance and self health insurance for active and retired employees. The department coordinates and administers the Town’s debt service activities for all Town departments including the Board of Education. Additionally, the Finance Administration department directs all Town investments in accordance with applicable State Statutes.

Major Highlights:

The Certificate of Achievement for Excellence in Financial Reporting has been awarded for the 15th consecutive year to the Town of Manchester by the Government Finance Officers Association of the United States and Canada (GFOA) for its comprehensive annual financial report (CAFR). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

ACCOUNTING

The Accounting Division is responsible for payroll, accounts payable (internal and external vendors), pension calculations, reviewing and adminstering the financial portion of various state/federal grants, monitoring internal controls for all Town departments, managing the Town’s cash and investments and preparing the Town’s annual financial reports. The Division is also the liaison with the Town’s external auditors and is responsible for managing the Town’s general ledger system and preparing all necessary work papers for the annual audit to meet state and federal requirements.

The Division processes approximately 250 checks per week to satisfy payment to the Town’s vendors. The Division also processes 300 checks and 460 direct deposits for the bi-weekly payroll for the Town’s approximately 500 employees in addition to the monthly payroll for the Town’s pensioners.
**ASSESSMENT/COLLECTION**

The Office of Assessment and Collection oversees the appraisal of all real estate, motor vehicles, and personal property in Manchester in preparation of the annual Grand List, which is used to set assessments on which tax bills are based. The Office of Assessment and Collection maintains all records related to assessment and tax-collection, with established internal controls and security as required by generally accepted accounting principles and financial management processes.

The Office of Assessment and Collection collects real estate, motor vehicle, motor vehicle supplemental, and personal property taxes as well as Water & Sewer payments, parking ticket payments, and miscellaneous revenues.

The Office of Assessment and Collection’s functions provide improved customer service by having a combined Assessment and Collection office. All information and resources a taxpayer or customer may require in inquiring and resolving assessment or collection concerns are in one location.

There are approximately 18,600 real estate accounts in Manchester, over 47,000 motor vehicles and over 3,000 tangible personal property accounts, along with about 10,000 supplemental motor vehicles billed each year.

Real Estate Taxes in Connecticut are based upon the value of the real estate at certain, specified interval dates. The Town does a revaluation of all real estate as of that specified date. Manchester’s current revaluation date is October 1, 2006. Manchester’s next revaluation date is October 1, 2011. Work on the October 1, 2011 revaluation is underway.

The Office of Assessment and Collection offers a number of online options for information and service. Taxpayers can pay their tax bills online using a credit card or e-check, and review assessment data online, as well as obtain information about exemptions, appeals, senior tax programs, and veterans programs available to taxpayers.

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**GENERAL SERVICES**

The General Services Division is responsible for purchasing, print shop, mailroom and telephone services operations. The Print Shop continues to meet most of the Town’s printing needs and saves an estimated $45,000 per year on the Town’s printing requirements. Annually this office prints the recommended and adopted budgets, Planning and Zoning regulations, various newsletters, brochures, fire and police reporting forms and directories, in addition to its daily work load.

**Major Highlights:**

In fiscal year 2009-2010, the department solicited 97 formal sealed bids for various contracts involving supplies, materials, equipment, services, construction and disposal of surplus equipment. In January 2010, a new Living Wage Ordinance was adopted by the Board of Directors and implemented by this office in February 2010.

Significant projects bid during this year were:

- RFP to Upgrade CCTV System at Manchester Police Department
- Abatement and Demolition of 444 Center Street
- Hercules Drive Booster Pump Station
- Glastonbury Booster Pump Station Replacement
- RFP Management & Operation of Municipally Owned Golf Facility
- East Side Public Safety and Youth Center Renovation
- Buckland Cemetery Vault Roof Replacement
- Underground Tank System Removal and Installation at the Manchester Police Department

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**Tax Collections for fiscal year 2008/2009 were as follows:**

Current taxes: $123,237,960 or 99.47% of the adopted budget for the 2008 Grand List levy (includes the 2008 Supplemental Motor Vehicle Taxes).

A total of $2,546,753 in back taxes, interest, lien fees and other tax revenues was also collected.

The Top Ten Taxpayers in Manchester for the Grand List of October 1, 2008 are:

<table>
<thead>
<tr>
<th>#</th>
<th>Names</th>
<th>Nature of Accounts</th>
<th>Net Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pavilions at Buckland Hills, LLC, Et. Al.</td>
<td>Buckland Hills Mall</td>
<td>$138,557,530</td>
</tr>
<tr>
<td>2</td>
<td>Northland Pavilions, LLC</td>
<td>Apartment Complex</td>
<td>$65,983,310</td>
</tr>
<tr>
<td>3</td>
<td>JC Penney Properties</td>
<td>Retail &amp; Warehousing</td>
<td>$61,167,690</td>
</tr>
<tr>
<td>4</td>
<td>CT Light and Power Co.</td>
<td>Utility</td>
<td>$48,758,330</td>
</tr>
<tr>
<td>5</td>
<td>Manchester Developers LLC,</td>
<td>Apartment Complex</td>
<td>$40,888,470</td>
</tr>
<tr>
<td></td>
<td>Buckland Developers, LLC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Gateway Lauren, LLC</td>
<td>Shopping Center</td>
<td>$28,932,580</td>
</tr>
<tr>
<td>7</td>
<td>Plaza at Buckland Hills LLC</td>
<td>Shopping Centers</td>
<td>$27,705,100</td>
</tr>
<tr>
<td>8</td>
<td>Manchester Tolland Development Co.</td>
<td>Apartment Complex</td>
<td>$26,155,630</td>
</tr>
<tr>
<td>9</td>
<td>TGM Waterford LLC (Formerly California State Teacher's Retirement System)</td>
<td>Apartment Complex</td>
<td>$24,633,830</td>
</tr>
<tr>
<td>10</td>
<td>Manchester Tarragon LLC</td>
<td>Apartment Complex</td>
<td>$24,126,960</td>
</tr>
</tbody>
</table>
INFORMATION SYSTEMS

Manchester is a 7 time National League of Cities, Digital Cities Survey Award winner, placing in the Top 10 Nationally in its category of survey cities between 30,000 and 70,000 in population.

The Information Systems Department supports the information technology architecture for the Town of Manchester and the users of that architecture. The users of municipal computing and data communication are interconnected over Manchester’s city-wide Fiber Optic Network. The I/S Department supports this network interconnecting Manchester’s 36 municipal and school buildings. This effort provides data, voice, video and internet access to all the departments and schools.

Manchester’s Information Systems Department facilitates direct services to the public. In addition to providing access via the internet to important local information, numerous web-based applications have been developed by Information Systems staff allowing for direct communication to Town departments and online services.

In addition to the I/S Department’s work with all Town departments in determining what software will help meet their needs and goals to facilitate departmental operations, Manchester’s I/S talent is participating with other towns in the region in pursuing the concept of shared services. The first application of this type is an online application to apply for building permits across municipal jurisdictions. Manchester’s policy is to pursue these kinds of cost saving service improvements aggressively in the future.

The department is responsible for technical management of Cable Channel 16. The Board of Directors and Board of Education meetings are available for Live Internet Access via the Town website’s link mms://live.channel16.org,16live and via archives of the video of these meetings.

Manchester’s website was among the first municipal websites in Connecticut. Manchester keeps in the forefront of public service web presence through the Web contributions of municipal government departments and the school district organization. A massive amount of public information and online applications are kept in place within the website by Town and school department personnel as part of the provision of Manchester’s services - a key ingredient in the Town’s placement in the top 10 Digital Cities Survey, but the remaining ingredient is the behind-the-scenes municipal information technology architecture with its high levels of automation, robust implementation, and most importantly, expert and committed I/S staff.

PLANNING DEPARTMENT

The Planning and Economic Development Department provides policy analysis, technical assistance and administrative support to several Town boards and commissions responsible for growth management, development, redevelopment, historic preservation and open space preservation for the Town of Manchester. These include the Planning and Zoning Commission/Inland Wetlands Agency, the Zoning Board of Appeals, the Economic Development Commission, the Redevelopment Agency, the Housing Commission, the Cheney Historic District Commission, the Conservation Commission, the Aquifer Protection Agency, and the Downtown Manchester Special Services District.

Major Highlights:

► Broad Street Redevelopment Plan
The Broad Street Redevelopment Plan was adopted by the Redevelopment Agency in October 2009 after public hearings and the endorsement of the plan by the Board of Directors and the Planning and Zoning Commission. In November 2009, Manchester voters approved an $8,000,000 bond referendum to be used towards bringing the plan to reality. Since the referendum, the Agency has been in discussion with several key property owners, commissioned an environmental assessment of several properties on the eastern side of Broad Street, issued a request for proposals for professional services to develop new zoning regulations for the redevelopment area, and continued to monitor changing market and development conditions.

The Department facilitated a joint session of the Redevelopment Agency and the Advisory Park and Recreation Commission to brainstorm ideas on improvements to Center Springs Park and on concepts for extending Center Springs Park into the Broad Street redevelopment area. The Agency and Commission members identified a number of potential additional access points to the park, shared ideas on how to increase visibility and use of the park, discussed features that could be added to the park, and identified the primary location of an extension of Center Springs Park to Broad Street.

► Manchester 2020
The Manchester Planning and Zoning Commission embarked on an ambitious effort to update the Town’s Plan of Conservation and Development. Manchester 2020 is the planning process designed to engage the Town’s development related boards and commissions and the public to set goals and recommendations for the Town’s development, redevelopment, and conservation over the next several years. Discussion will be organized around the growth management principles in the state planning statutes. The process will focus on placemaking and community building to maintain and improve Manchester’s quality of life. The process started on June 4, 2010 with a Planning Academy held at the Manchester Community College. Over 70 people attended the program, where distinguished speakers spoke on demographic trends, the strengthening relationship between housing, economic, and transportation policy and investment, sustainable development and climate change, and natural resources planning. Learning about the latest trends will help inform the participants for the remainder of the planning process.

► Golf Course Request for Proposals
The Department assisted the Board of Directors, the Advisory Park and Recreation Commission, and the General Manager’s office to develop the request for proposals for the management of the Manchester golf course. The Board and General Manager wanted to solicit public comment and suggestions on how the community would define a successful golf course in terms of the management, course operations, and course amenities. Department staff facilitated two public meetings, held in January and February 2010, to gather that information. Those meetings helped inform
the request for proposals that was issued for the management of the golf course by the General Manager’s office.

► Mary Cheney Library Expansion
Although there is fairly broad agreement the Mary Cheney Library is undersized for the current and future needs of the community, how and where to expand the library remains an open question. In order to fully investigate whether the Mary Cheney Library could be enlarged to meet the anticipated needs at its current location, the Board of Directors provided funds to engage architects to assist the community in exploring the possibilities for an on-site expansion. The Planning Department assisted the Public Works Department and the consultants and participated in the design study process. About 40 Manchester residents representing a range of stakeholder interests were involved in an extensive process through December and January. They were given the task of identifying the best possible option for expanding the building at its current site. The result was a concept plan that showed a way to extend the building to the north towards Center Street and the west toward Linden Street. The concept design was an attempt to show both the needs of the library and at the same time to enhance Center Memorial Park. The results of that study can be found at www.ci.manchester.ct.us/librarystudy/default.cfm.

► Web-based Job Listing Service
The Town of Manchester and Manchester Community College (MCC) partnered to help Manchester employers find workers and job seekers find employment opportunities. The on-line system enables employers to post position openings, application instructions, links to on-line forms, and other valuable company information. The Town’s workforce development team, one of three teams created as a result of the Town’s December 2008 Economic Strategic Planning forum, identified the creation of a job search website as a priority initiative. MCC already had a web-based job board, powered by College Central Network (CCN), that is free for both employers and job seekers and does not limit its use to MCC students and alumni and it is available to community residents as well. The Manchester Community College Career Services webpage can be found at www.mcc.commnet.edu/students/career/ccnpartnership.php. Information on the Town of Manchester website can be found at www.townofmanchester.org/planning/jobboard.

► Development Administration
During the reporting period, 144 applications were acted on by the Inland Wetlands Agency, Planning and Zoning Commission, Zoning Board of Appeals or department staff. A total of 18 inland wetlands applications were acted on by the Agency, and an additional five were granted by the Inland Wetlands Agent. The Planning and Zoning Commission acted on three special exception applications, 11 special exception modifications, seven erosion and sediment control plans, 14 site plan and site plan modifications and two zoning map amendments, one of which was to extend the Design Overlay Zone. The Commission also acted on nine regulation amendments. Major zoning regulation amendments included allowing residential units above the first floor in most business zones, changes to the parking requirements for restaurants, regulations for the crushing or processing of rock or earth material in approved subdivisions, and revisions that authorize staff to approve certain minor changes to approved special exceptions.

The Zoning Board of Appeals acted on 24 variance applications, nine special exception applications and one appeal to an order of the zoning enforcement officer. The Manchester Aquifer Protection Agency completed the registration of twenty (20) eligible facilities conducting regulated activities as a part of the Aquifer Protection Area Program in Manchester.

► Community Development Block Grant
The CDBG program is funded through the federal Department of Housing and Urban Development (HUD) and therefore operates on the federal fiscal year which runs October through September. During the program year that ended September 30, 2009, the Town received $666,533 through its regular entitlement grant. The Town received an additional $176,939 through ARRA stimulus funding which was used to replace sidewalks in income-eligible neighborhoods. Each February, neighborhood meetings are held in four CDBG-eligible neighborhoods to gather resident ideas for community projects they wish to see funded. The department ensures the Town meets all of the reporting requirements for this funding stream, including the submission of an annual action plan outlining the programs proposed for funding each year. A year-end report is completed each year to provide HUD with detailed analysis of the goals and accomplishments for each of the projects funded during the previous program year. Every five years, the Town is required to submit a Consolidated Plan to HUD after extensive consultation with residents, local nonprofits, service providers and other Town departments. This Plan is designed to guide the housing and community development activities within Manchester over the five-year period covered by the document. The Plan was prepared during a portion of this reporting period.

Among the CDBG projects funded were the Youth Service Bureau building renovations, Certified Nurses Aide training, Pharmacy Technician training, and sidewalk repair and replacement.
The Registrars of Voters Office is located in the Weiss Center, 479 Main Street on the first floor, enter from the parking lot at the ground level. Office hours are Monday through Friday from 8:00 a.m. to 4:30 p.m., telephone number is (860) 647-3025, and fax number is (860) 647-3028.

The Registrars of Voters office registers all legally qualified voters including 17 year olds who will be 18 by Election Day, maintains an up-to-date complete voter registry, supervises and conducts all elections, caucuses, primaries and referenda for the Town of Manchester. Spring registration sessions are held at Manchester High School, Howell Cheney Technical School, Manchester Regional Academy and Manchester Community College. The registrars are available, on request, to conduct special voter making sessions by calling our office during the hours listed above. There is voice mail on the main number in the office for evening and weekend calls.

The Registrars of Voters office also conducts a yearly Canvass of voters, which enables them to update and maintain accurate records.

The video of “How to Use the New Voting Machine” as well as “Voter Location Lookup” are located on the Registrars of Voters page within the Town of Manchester website.

All of Manchester is part of the 1st Congressional District and the 4th State Senatorial District. Manchester consists of 3 State Assembly Districts: 9th Assembly District consists of voting districts 4 and 9; 12th Assembly District consists of voting districts 1, 2, 3, and 7; and the 13th Assembly District consists of voting districts 5, 6, 8, and 10.

### TOWN CLERK

The Office of the Town Clerk serves as the official keeper for Manchester’s public records, and provides a variety of services for citizens and customers. Each year nearly 150,000 people are served in person, by mail, the internet or by phone.

Most records are open to the public. These include land records and maps dating back to 1823 which are maintained in accordance with Connecticut General Statutes. Access to indexes as well as original land documents and maps are available by computer or by hard copy. Indexes from 1823 to current are also available on-line at www.townofmanchester.org/Town_Clerk. All land documents are backed-up by microfilm.

The Town Clerk also maintains vital records (birth, death, marriage & military discharges) for the Town.

The birth, death and marriage records which go back to 1853, are on permanent file in the Town Clerk’s vault. Copies of vital records are available by request in accordance with access eligibility laws set by Connecticut General Statutes.

Also, all records pertaining to meetings, elections, damages, injury claims, summonses, oaths of office, and Trade Name registration are filed and maintained. Copies of these documents can also be accessed in accordance with Connecticut Statutes.

In addition to these duties, the Town Clerk issues marriage applications, dog, game, liquor licenses and permits, serves as agent for US Passport Services, including passport photos, provides notary service and administers absentee ballots for all general and special elections, notary public registration and justices of the peace.

For the past several years, the Town Clerk’s office has sponsored Dog Licensing Day, Family History Day and the Genealogy Road Show.

Regular office hours are from 8:30 a.m. to 5:00 p.m., Monday through Friday.

For more information, please contact us at (860) 647-3037 or at: www.townofmanchester.org/Town_Clerk

<table>
<thead>
<tr>
<th>Transaction Total</th>
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<tr>
<td>Land recordings</td>
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<td>Dog Licenses</td>
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<td>Game Licenses</td>
<td>748</td>
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<tr>
<td>Marriage Licenses</td>
<td>348</td>
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<tr>
<td>Civil Unions</td>
<td>1</td>
</tr>
<tr>
<td>Births</td>
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</tr>
<tr>
<td>Deaths</td>
<td>578</td>
</tr>
<tr>
<td>Passport Applications</td>
<td>147</td>
</tr>
</tbody>
</table>
BUILDING INSPECTION

The Building Inspection Division enforces all construction, housing and zoning regulations and codes adopted by the State of Connecticut and the Town of Manchester. Building inspections are made during all stages of construction from site inspections through footings, foundation, framing, electric, plumbing, heating, cooling, insulation, waterproofing and final inspection, to Certificate of Occupancy and use. An average of 17 inspections take place during the construction of a home and many more in commercial construction.

The Zoning Enforcement Officer reviews building permit applications for their compliance with zoning, subdivision and inland/wetland regulations. The Zoning Enforcement Officer determines whether proposed uses of land are permitted at proposed locations, provides guidance for building replacement for everything from malls to tool sheds, and assists in the enforcement of applicable Town ordinances.

The Building Department also enforces the property maintenance code. The Property Maintenance program seeks to eliminate unkempt properties, unmowed lawns, peeling paint, unregistered vehicles, trash, and buildings without street numbers.

FACILITIES MANAGEMENT

The Facilities Management Division oversees the Town’s Building Maintenance group and all capital building construction projects for both the Town and Board of Education.

Major Highlights:
During 2009/2010, Facilities Management was involved in the following significant projects:

- Highland Park School renovation project - design phase.
- Martin Elementary School Addition – design phase.
- Weiss Center Exterior Painting and Cupola Renovations.
- Buckland Vault Roof Replacement and Masonry Restoration.
- Asbestos remediation in Spruce Street firehouse.
- Eastside Public Safety Youth Center bidding and construction.
- Senior Center Emergency Generator replacement construction.
- Cheney Hall flat roof replacement.
- Landfill Scalehouse building – design phase.
- Lincoln Center carpet replacement.

This year Facilities Management coordinated the design process for several years of capital projects including:

- Selection of the Construction Manager for the Highland Park Elementary School renovation project.
- Energy efficient lighting improvements in Lincoln Center, Town Hall and Police Station.
- Building Envelope Improvements at eight municipal and three Board of Education buildings.

<table>
<thead>
<tr>
<th>Building Permits FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Applications received</td>
</tr>
<tr>
<td>Total permits issued</td>
</tr>
<tr>
<td>Total Revenue</td>
</tr>
<tr>
<td>Total Construction Value*</td>
</tr>
<tr>
<td>Inspections conducted</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Code Enforcement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases opened</td>
</tr>
<tr>
<td>Cases closed</td>
</tr>
<tr>
<td>Inspections conducted</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Neighborhood Inspections**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases Opened</td>
</tr>
<tr>
<td>Cases Closed</td>
</tr>
<tr>
<td>Inspection conducted</td>
</tr>
</tbody>
</table>

* Includes the value of Town projects where fees were waived
** Note the Neighborhood Inspectors started performing Bulky Waste Inspections on 07/24/09 and the inspections are ongoing.
**SANITATION**

The Sanitation Division operates the Town's landfill and composting facilities, oversees the curbside collection of refuse, recycling and yard waste and administers the Regional Household Hazardous Waste Collection Facility. The Sanitation Division is an enterprise fund and finances all activities through user fees, the largest source of which is tipping fees charged to commercial haulers. The revenues generated by the landfill operation pay for the residential curbside collection program. In addition to regular household refuse (municipal solid waste) and recyclables, virtually any material that is accepted at the landfill will be picked up from residential properties through the curbside collection program. The Sanitation website, [http://publicworks.townofmanchester.org/Sanitation](http://publicworks.townofmanchester.org/Sanitation), details what items may be left at the curb.

The new automated bi-weekly Single Stream Recycling Program began on July 1, 2009 and has resulted in residential recycling rates increasing over 30%. The combined collection cost savings, avoided disposal costs and increased rebate revenue from the Single Stream Recycling program for FY2009/10 was $274,780.

The Board of Directors also approved a change in the residential bulky waste collection program, requiring residents to call ahead to schedule pickup on their regular collection day. This simple change saved over $81,000 in annual

**ENGINEERING**

The Engineering Division is comprised of five units: Design, Construction Inspection, Survey, Geographic Information System (GIS) and Maps and Records.

Responsibilities include the planning, design, permitting, and/or construction inspection for public infrastructure projects. In general, this includes all road, sidewalk, drainage, traffic signal, water, sanitary sewer, and parks improvement projects. This division is also responsible for the design review and/or construction inspection of private commercial and residential development within Town, including subdivision and site plans before the Planning and Zoning Commission, building permit plot plans, and any other work within the Town’s right of way by utility companies or private landowners.

The Engineering Division also maintains and distributes record drawings and mapping on file at the Engineering Division; investigates complaints relating to sidewalks, roads, drainage, traffic and other public works facilities; provides field survey and technical assistance to other Town departments; and provides markout of water and sewer facilities under the Call Before You Dig program. It also administers and maintains databases containing inventory of public works facilities, including sidewalks, pavement condition, water and sanitary sewer facilities, traffic signals, streetlights, signs, etc.

The GIS unit is responsible for maintaining the Town’s GIS system, including editing and updating planimetric and utility data, developing GIS applications and mapping for other departments and maintaining the Public Works and GIS webpages.

**Major Highlights:**

During the fiscal year, the Engineering Division accomplished the following:

**Designed, permitted and inspected the following projects:**

- Sidewalk replacements at various locations, including on Oxford Street, New Street, Campfield Street, Elm Terrace, Park Street and Ashland Street, as well as sidewalks in the East Side Neighborhood on Holl Street, Knighton Street and Hamlin Street.
- Hercules Drive Water Booster Pump Station design.
- Upper Glastonbury water pump station replacement – design phase.
- Cleaning and lining of water mains – various locations.
- Pavement restoration on Autumn Street and Spring Street.
- Scale and Administrative Building replacement at Manchester Landfill – site work design phase.
- Roosevelt Street, Griswold Street, Lilac Street and Trumbull Street sidewalk replacements (CDBG – ARRA).
- Whiton Library site improvements.
- Pavement crack sealing at various locations.
- Sidewalk replacements on Seaman Circle, Hathaway Lane, and Bunce Drive – CDBG.
- Buckland Hills Drive/Hale Road milling and repaving project - federal ARRA (2009 stimulus) funding.
- Traffic signal installation at Slater Street and Best Buy Plaza - federal ARRA (2009 stimulus) funding.
- Charter Oak Greenway extension from Gardner Street to Wyllys Street.
- Selected decorative streetlight pole replacements on Main Street following consultant engineering study.
- Cheney Hall courtyard replacement.
- Lower Hop Brook River restoration project.
- North Main Street reconstruction – design phase.

**Provided consultant oversight on the following projects:**

- Design and permitting phase of the Broad Street streetscape and reconstruction project.
- Design phase of the Dry Brook drainage improvement project.
collection costs. Over 21,000 pick-ups were made of bulky related items.

Approximately 102,000 tons of material, including bulky waste, leaves and yard waste, and various special materials were brought to the landfill in FY 2009/10. Approximately 13,943 tons of municipal solid waste and 5,003 tons of recyclables, in addition to yard waste and bulky waste, were collected from residences through the curbside collection program.

Changes were made to managing and storing organic wastes (leaves, brush, grass), improving operational efficiency for commercial & residential users. The contract for sale of compost recognized approximately $71,000 in revenues.

The landfill itself is open Monday through Saturday from 7:15 a.m. to 2:30 p.m. except for major holidays. The facility is located on Landfill Way off Olcott Street.

Residents may purchase leaf bags, recycling bins, trash cans and screened compost from the Sanitation Division.

Household Hazardous Waste collection is scheduled eight times per year between April and June and again from September through October.

Questions regarding landfill usage or curbside collection can be answered by calling 647-3200.

**FIELD SERVICES**

**Administrative Division**
The Administrative Division is responsible for the management and efficiency of the Field Services. Through overall supervision and organization of its various divisions, Field Services preserves, develops and organizes the development and maintenance of various structures and provides essential public works services to the citizens of Manchester.

**Highway**
The Highway Division is responsible for maintaining the street system. There are 217 miles of road within the Town. This equates to roughly 590 twelve-foot wide lanes. Think of this as roughly a six lane roadway from Manchester to Boston. Roadway maintenance includes the construction of streets and road surface as well as their continued maintenance and street line painting. The Division’s goal is to provide conditions that facilitate safe travel throughout the entire year in all but the most exceptional weather conditions. Therefore, snow and ice control maintenance is a major winter season function for the Highway personnel. Clean streets and all that it entails falls under the jurisdiction of this Public Works division. Spring time street sweeping and maintenance sweeping are key elements to the clean street program. Leaf pick up and disposal is also a major program overseen by the Highway Division. The storm drainage system, curbs, gutters, drain inlets, underground culverts, and open channels are all elements of a storm drainage system that fall under the maintenance responsibility of the Highway Division. There are approximately 150 miles of storm drain system and 8,500 storm drains.

The annual paving program included resurfacing of 9.6 miles of road. These improvements included Autumn Street, Dartmouth Road, Spring Street (South Main to Bridge at Birch Mountain Brook), Buckland Hills Drive, Hale Road, Alpine Street, Burnham Street, Campfield Road, Croft Drive, Drexel Drive, Elm Street, Elm Terrace, Emerson Road, Fairfield Street, Hall Court, Hayes Street, High Street (Campfield Road to Cooper Street and Pine Street to Elm Terrace), Middlefield Street, North Fairfield Street, Oxford Street, Park Street (New Street to Chestnut Street), Pleasant Valley Road, Russell Street, Walnut Street (High Street to Cooper Street and Pine Street to Elm Terrace), West Street, and Windsor Street.

**Cemetery**
The Cemetery Division is responsible for the development and maintenance of municipal cemeteries within the Town. Maintenance operations, such as mowing grass areas, cutting and trimming hedges, and providing services necessary to funerals and interments, are the primary activities of this division. The Cemetery Division maintains 127 acres of property. In FY2009/2010 the division performed 244 funerals and sold 122 grave spaces. In FY2009/2010, the division staff planned and began to implement the expansion of the Buckland Cemetery.

**Fleet Maintenance**
The Fleet Maintenance Division is responsible for repairing and maintaining the Highway Division’s vehicles and servicing and repairing Town Hall and Lincoln Center vehicles as well as those of the Water Division, Sewer Division, Sanitation Division, Fire Department, and Senior Citizens’ Center. The Fleet Maintenance Division is also responsible for the repair and maintenance of the Parks Division, Police Department and Board of Education vehicles and equipment. There are approximately 500 units, including vehicles, trucks and heavy equipment being serviced by this division. These functions are conducted at several garage locations. The management of all resources necessary to providing these services is centralized in the Fleet Maintenance Division. Fleet operations are being consolidated and improved through updating and monitoring specifications, purchasing and maintenance procedures.

**Parks**
The Parks Division currently includes the five functions of Parks Administration, tree care, maintenance of Park and Town owned facilities, maintenance of small equipment, and maintenance of Recreation grounds. The division is responsible for the development and maintenance of parks, play fields, and recreation areas other than those maintained by the Board of Education and for tree care and grounds maintenance along public rights-of-way. Parks Division maintains 160 acres which include 29 ball fields, 10 soccer fields and 2 football fields. The division is also responsible for snow removal and ice control at parking lots and sidewalks at 24 Town buildings and recreation facilities, as well as the maintenance and care of the Memorial Tree Program.

Parks Division also accomplished several town-wide projects throughout the year.

- Union Pond skating area - Repair and replacement of plumbing for water supply.
- Union Pond - Pedestrian Bridge; replacement of boardwalk.
- High school - Painting of press box and dugouts.
- Trees - Extensive pruning and removal in town parks, properties and BOE as well as the street tree, and memorial tree plantings.
- Pools - Repairs to plumbing and skimmers - significant improvements to water loss issue.
- Dettore Field - Field restoration.
- Hillstown Soccer Field - Field 2 restoration.
Mission Statement
The mission of the Manchester Human Services Department is to create a safe, healthy and thriving environment, and enhance the quality of life for the Manchester community. This is achieved through advocacy, education, protection of the public’s health, planning, communication, coordination and collaboration with community providers, evaluation and direct services for residents of all ages.

ADMINISTRATION
Manchester Human Services Administration provides overall planning and development, coordination and administration of health and human services provided by the Town of Manchester. It provides administrative oversight to the Health Department, Senior, Adult and Family Services, Senior Center and Youth Service Bureau operations and the Certified Nurse's Aide program. The Department leads in planning and program initiatives to assess and positively impact the human service needs of the community and secures grants and other resources to implement new programs. Human Services Administration also provides contract oversight for community agencies receiving Town funds. In addition, Human Services Administration represents the Town on community, regional and statewide human services planning and advisory groups.

Major Highlights:
▶ During the 2009/2010 fiscal year, Human Services Administration continued to oversee the Volunteer Income Tax Assistance (VITA) site in partnership with the local Internal Revenue Stakeholder Partnerships Education and Communication (SPEC) office. Housed at the Senior Center, 13 volunteers and a site coordinator provided free tax preparation for 160 qualified citizens.

▶ Working with the Town Assessor and Assistant Town Attorney, Human Services Administration implemented the new Senior Volunteer Tax Credit Pilot Program adopted by the Board of Directors. Volunteer sites and qualified seniors were matched so that seniors were able to volunteer a minimum of 50 hours within the program period and earn up to $500 in tax credits. The program will be expanded in the 2010/11 fiscal year.

▶ Human Services Administration was lead agency in Manchester’s collaboration on the National League of Cities (NLC) “Reengaging Disconnected Youth” Project. The project focused on youth, 16-24 years of age, who are unemployed, high school drop outs, transitioning from foster care or involved with the criminal justice system. The goal of the project is to “reconnect” those youth with programs and services so that they can become successful members of their community. Manchester was one of 12 communities in the United States chosen by NLC to work on Phase I of the project. A broad variety of community and Town government partners, including the Youth Service Bureau, Senior, Adult and Family Services, the Office for Neighborhoods and Families and the Town’s Budget Office were part of the collaboration. As a result of their incredible work, Manchester was one of four communities chosen to participate in Phase II.

▶ The Department continued the commitment to development of a full set of performance measurements in conjunction with the Budget Office. Both the Health Department and the Youth Service Bureau have completed training and development of performance measurements and are now collecting data. The Senior Center staff received training and began development in fiscal year 2009/10 and Senior, Adult and Family Services staff will receive training and begin development in the next fiscal year.

COMMUNITY HEALTH
The key responsibilities of our nurses under the Community Health and Clinic Services focus on chronic illness management and prevention, wellness programs and contagious disease prevention and control for the Town of Manchester. In comparison, a private physician’s focus is the individual patient’s health, but a public health department monitors the health of many for the protection of the community. The “community” as a whole, is the medical patient. Influenza prevention and flu clinics, Blood Pressure clinics, Tuberculosis case management, sexually transmitted diseases, food and water borne illnesses and other contagious disease surveillance and response are examples of services and responsibilities of the Community Health Nurse and Clinic Nurse that benefit the quality of health status of Manchester. Also embedded in the Community Health responsibilities is an Employee Health Program that is managed by the Community Health Nurse.

Major Highlights:
▶ Immunization Program
The 2009-2010 Influenza Vaccination season brought particular challenges to the Community Health and Clinic Staff and the Health Department as a whole. The department provided both seasonal flu vaccinations to those with the highest health risks and responded to a worldwide Pandemic of H1N1 Influenza through vaccination clinics in both Manchester and Glastonbury that spanned from November 2009 to February 2010. This was an unprecedented year that resulted in 81% increase of flu shots provided. Since the H1N1 vaccine was provided by the federal government as a Strategic National Stockpile asset, the integration of public health Mass Dispensing plans for Mass Dispensing Area #33, Manchester and Glastonbury, during a Pandemic was refined. This was the first time public health professionals nationwide managed a Pandemic Influenza emergency during a scarcity of vaccine availability. Expansion of local public health infrastructure to provide pediatric vaccinations was added.
Health Promotion Programs
The Annual Nancy K. Pilver Breast Cancer Awareness Wreath Ceremony was sponsored by the Health Department in October 2009. The Wreath Ceremony had been held for seven years until it was renamed in honor of Nancy K. Pilver in 2003, a tireless advocate for breast cancer awareness and research. The Mayor provided a proclamation on behalf of the Town of Manchester naming October as Breast Cancer Awareness month. Governor M. Jodi Rell, a five-year breast cancer survivor, State Senator Mary Ann Handley as well as other local elected officials, Town Government representatives and Manchester residents raised the awareness of continued diligence and research to cure breast cancer, and to recognize the tireless work that was Nancy’s personal mission for breast cancer research and a cure. This is an annual opportunity to remember those lost to breast cancer and to honor breast cancer survivors, adding those names to the Town wreath.

Blood Pressure Clinics and Health Promotional Programs
A longstanding public health initiative that serves the senior population is the weekly blood pressure clinic program. The Health Department Clinic Nurse staffs the clinics at the Senior Center and at senior housing locations in town. The Clinic Nurse is also available for individual appointments, or to stop in with medical questions each Friday. Health promotion and staying healthy and fit is another important programming focus of the Clinic Nurse. She provides a wide variety of health promotion programs for the Town’s seniors as advertised in the Senior Center newsletter. For the younger age groups a Living Well Program to fight obesity has been sponsored by the Town Health Department and Recreation Department; a natural collaborative with family wellness benefit.

Employee Health Program
The Community Health Nurse works closely with the Human Services Department, Town Safety Committee and Town Department Supervisors to ensure a safe working environment with ongoing hearing conservation, and respiratory health monitoring, and blood borne pathogens exposure control for specific job requirements. The Community Health Nurse is a liaison with occupational medicine professionals for OSHA related health concerns that are managed under this program.

ENVIRONMENTAL HEALTH

The regulatory enforcement arm of the Manchester Health Department is the Environmental Health Section. Typical programs regulated under the State Public Health Code and Town Ordinances are food safety and food licensing program, on-site sewage disposal systems, privately owned wells, public swimming pools, and lead abatement. In addition, land development, mold, bedbug infestations, West Nile Virus, Lyme Disease, rabies, radon, food recalls, food and water borne illness follow-up are examples of some of the more common issues that are managed by this section.

Major Highlights:

Food Service
The largest Environmental Health enforcement program is the Food Service Licensing and Inspection Program. All food services, such as year-round full service restaurants to food booths at temporary events require the review, inspection and approval by Town State-certified food service inspectors. The Environmental Health staff provides training for not-for-profit organizations to safely prepare, sell and serve food to the public at the numerous seasonal events that are held in Town. New to the local food safety program is “food security.” This is an area of safe food management that has been included in the local program within the scope of bioterrorism prevention.

The Environment
Land development for residential homes and businesses, especially the locations not served by public sewers and/or public water involves the review, inspection and approval of various environmental concerns pertaining to private homes, and enforcement of the Connecticut Public Health Code. The Environmental Health staff collaborates with all Town Code enforcement officials, such as Building, Fire, Police, Planning and Zoning, Public Works and Engineering Departments as a partner in review and approval of land development in Town.

On-site Sewage Disposal and Private Well Approval
The sole responsibility for the oversight of new septic system installations, repairs, private well installation and water quality approval for private property and commercial sites in Manchester is managed by the Environmental Health staff. Technical training and certification by the State Department of Public Health is required to conduct this enforcement work. Understanding of environmental pollution prevention and on-going educational requirements are paramount to be eligible to represent the Town of Manchester in this important regulatory aspect of this section which has broad liability and financial impact.

Lead Poisoning Prevention
The Environmental Health staff enforces the State of Connecticut Public Health Code Regulations to render toxic leaded surfaces lead safe, especially where children reside. Effective January 1, 2009, the State Department of Public Health Regulations pertaining to Lead Poisoning Prevention were expanded and enhanced. In order to assist Local Health Departments in the additional workload required by the enhanced regulations, moderate funding was made available through an annual grant.

During FY2009-2010, Manchester participated in a regional Lead Abatement Program known as LAMPP. LAMPP provides forgivable loans to eligible property owners for lead abatement in rental units of low and very low-income tenants. Information on the LAMPP program is available through the Health Department.

Other Inspection Programs
Manchester public swimming pools and public bathing areas are inspected throughout the summer months, with regular water quality sampling. The Pool Inspection Program focuses on sanitation, proper disinfection of pool water and life saving safety equipment for injury prevention. Day care facilities are likewise inspected as part of the Connecticut Day Care Licensing Program, with expanded Lead Poisoning Prevention regulations. Nuisance complaints from Manchester residents and businesses of all varieties are investigated and managed by the Environmental Health staff, under the authority and enforcement powers of Town and State laws.

Customer Service and Education on Environmental Matters
The Manchester residents and business community are provided walk-in service, daily, by our environmental health professionals to assist in information gathering, on property and businesses of interest, and assistance to navigate through state agencies for their personal business.
PUBLIC HEALTH EMERGENCY PREPAREDNESS

During the summer of 2009, preparation for the second wave of H1N1 Pandemic Influenza consumed the attention of Health Department staff. Close collaboration with the Manchester Public Schools, Superintendent, Director of School Nurses, Parochial and Charter Schools, Manchester Memorial Hospital, the Emergency Management Policy group of Town leadership, and Glastonbury counterparts was immediately established. Information sharing through regular updates and briefings, news media releases and public information management to support our 28 H1N1 flu clinics was a consuming focus until the close of fiscal year 2010.

Major Highlights:

► A Real Event-Pandemic Influenza
Historically, Manchester and Glastonbury have been combined by the State Department of Public Health since 2001 to provide Public Health Emergency Response for the combined citizenry. This year there was an opportunity to use plans and create new ones to practically address the needs of the combined communities during the real event of the H1N1 Pandemic influenza outbreak.

► Technical Assessment Review
With the assistance of a grant funded position and Health Department staff, an annual Technical Assessment Review (a federal requirement), was completed with an open improvement plan leaning into the future.

► A New Emergency Call Center
The real-event of the H1N1 pandemic response resulted in the recognition of a need to be immediately available to the public with information of all kinds. The volume of telephone calls received in the fall season of 2009 overwhelmed the capacity to manage everyone’s calls. This resulted in the creation of an Emergency Call Center at the newly opened Emergency Operations Center in Town. Eight stations for caller assistance during a declared local emergency were purchased with grant funding and Town department collaboration. Events that may trigger the opening of the Call Center include severe weather events that are locally damaging, all-hazards terrorist events, or public health emergency events like Pandemic Influenza. Training and exercises to use this new equipment is planned.

SENIOR, ADULT & FAMILY

Case Management
The Senior, Adult and Family Services division provides case management, outreach, advocacy, referral, and social work services to residents over 60, persons with disabilities, adults and families. Assessments, benefits counseling, and follow-up calls are conducted in the home, office and by telephone. On-site social work services are also offered at the Senior Center. Additionally, the division provides a conservator program for persons assigned through the Probate Court. Staff also works closely with community agencies to identify and address needs of clients and advocate for clients on both a local and state level.

Major Highlights:

► Senior, Adult and Family staff revised and updated the “Directory of Services” which is a comprehensive list of human services programs and services available to Manchester residents. The directory will be available for both residents and human service professionals during the 2010/11 fiscal year.

► Staff took a lead role with Human Services Administration support staff to organize and provide donated school supplies to qualified children. One hundred and nine (109) children were served.

► Staff worked closely with Manchester Area Conference of Churches (MACC) to coordinate the “Seasonal Sharing” program during the holidays. One hundred fifteen families, which included 165 children, were served by the program.

► Senior, Adult and Family continued to take a lead role with the Planning Department on the Continuum of Care Committee. The continuum includes a variety of community partners who meet to address homelessness issues in the community. Staff also worked closely with MACC on the Homeless Count.

► Information and referral units continue to climb as indicated in the chart below and have almost doubled in the past five fiscal years. Citizens call with requests for information on a variety of programs and services. Staff provides the information and where Senior, Adult and Family does not provide the program or service, they refer clients to the appropriate agencies.

<table>
<thead>
<tr>
<th></th>
<th>FY06</th>
<th>FY07</th>
<th>FY08</th>
<th>FY09</th>
<th>FY10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>6,381</td>
<td>7,785</td>
<td>7,109</td>
<td>11,261</td>
<td>11,967</td>
</tr>
</tbody>
</table>
SENIOR CENTER

The Senior Center provides a variety of daily programs and services to residents over 60 years of age and evening and weekend events for 55 and over. Some of the key services provided are transportation, meals, and social work services. Over 100 programs that focus on such areas as exercise and recreation, health, nutrition, and social, emotional, financial and educational needs are provided in partnership with the Manchester Recreation Department.

Major Highlights:

► Senior Community Café
On October 1, 2009 the Senior Center began a new congregate meal program in partnership with the Community Renewal Team. The Senior Community Café program provides a well balanced lunch-time meal to eligible adults and is funded by the federal Older Americans Act. Eligibility adults are individuals 60 and older or the spouse of an eligible individual regardless of age. Individuals do not have to be Senior Center members to be eligible for this program. A wide variety of meals are served that meet all USDA Food Pyramid guidelines for older adults. Monthly menus are published in the Senior Center newsletter, on the Town website as well as weekly menus in the Journal Inquirer. There is a suggested donation of $2.00 or whatever one can afford but no eligible individuals will be turned away. Reaction to the new meal site has been positive overall and a customer satisfaction survey is planned for the Fall of 2010.

► Senior Center Garden Plots
Community gardening is a popular concept in Connecticut and the U.S. as more people are looking to grow their own food for health and/or economic reasons. The Senior Center has approximately 40 garden plots available to members that are open from May to September. The Senior Center staff along with a volunteer Garden Committee administers the program and provides a number of services to care for the area. A wide variety of vegetables and flowers are grown every year.

► Senior Center Members Give Back
Members of the Senior Center craft groups are actively engaged in giving back to the Manchester community. The Friendship Circle, a group that meets to work on a variety of craft and sewing projects has donated hand-knit hats and mittens to local school children, crafted cheerful pillowcases for chronically ill children at the Connecticut Children’s Medical Center and the quilting group crafted and sewed a beautiful quilt incorporating the Town colors for Pride in Manchester.

YOUTH SERVICE BUREAU

The Manchester Youth Service Bureau (MYSB) provides a variety of programs and services to youth who live and/or attend school in Manchester. The mission statement is the following: “The Manchester Youth Service Bureau is a community-based youth serving agency that provides a variety of no-cost programs and services using a personal approach, facilitated by dedicated staff, for the purpose of helping to develop responsible individuals who make positive contributions to the community.” Staff work with a variety of community agencies, organizations and other Town departments to collaborate on programs as well as to refer youth to additional services. Programs are aimed at such topics as life skills, job readiness, diversion, youth leadership development, and outreach. The MYSB also operates a drop-in teen center facility.

During FY 2009-2010, the YSB served 506 individuals. The following charts reflect some of the data on these individuals:

<table>
<thead>
<tr>
<th>GENDER</th>
<th></th>
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<tbody>
<tr>
<td>Females</td>
<td>259</td>
</tr>
<tr>
<td>Males</td>
<td>247</td>
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<table>
<thead>
<tr>
<th>AGE</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Under age 16</td>
<td>298</td>
</tr>
<tr>
<td>Over age 16</td>
<td>208</td>
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<table>
<thead>
<tr>
<th>HOUSEHOLD TYPE</th>
<th></th>
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<tbody>
<tr>
<td>Single Parent Female</td>
<td>209</td>
</tr>
<tr>
<td>Single Parent Male</td>
<td>16</td>
</tr>
<tr>
<td>Grandparent/Relative/guardian</td>
<td>29</td>
</tr>
<tr>
<td>2 Birth parents</td>
<td>135</td>
</tr>
<tr>
<td>Other</td>
<td>117</td>
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<table>
<thead>
<tr>
<th>REFERRAL SOURCE</th>
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<tbody>
<tr>
<td>School</td>
<td>71</td>
</tr>
<tr>
<td>Self</td>
<td>83</td>
</tr>
<tr>
<td>Police</td>
<td>88</td>
</tr>
<tr>
<td>Parent/Guardian</td>
<td>93</td>
</tr>
<tr>
<td>Juvenile Court</td>
<td>21</td>
</tr>
<tr>
<td>Other</td>
<td>150</td>
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<table>
<thead>
<tr>
<th>YOUTH ACTIVITY ENROLLMENT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolled in one YSB program</td>
<td>52%</td>
</tr>
<tr>
<td>Enrolled in two YSB programs</td>
<td>24%</td>
</tr>
<tr>
<td>Enrolled in 3 or more YSB programs</td>
<td>14%</td>
</tr>
<tr>
<td>Enrolled in Teen Center only</td>
<td>10%</td>
</tr>
</tbody>
</table>
Major Highlights:

- This year, the YSB has seen a sizeable decrease in Diversions. Until this year, the number of diversions in the previous five years had more than doubled (see chart). However, in this fiscal year there was a marked decline in the number of arrests of first time juvenile offenders under the age of 16. The Diversion Program is a way to keep juveniles from entering the Juvenile Court system and serves juveniles (those under age 16) who have been arrested for the first-time for a non-felony offense. The Youth Service Coordinator meets with the juvenile and their family. Together, they create a diversion plan. Plans may include community service, referral to other services, restitution, etc. If the plan is completed successfully, the juvenile will not have to go to court and the record will be erased. The hope is that the trend for juvenile crime continues to decrease. The YSB strives to offer a variety of programs to help youth learn the skills they need to make better decisions so they do not become involved with the police or the court system.

- The YSB moved into a newly renovated facility at 63 Linden Street which provided the needed space to expand programming.

- The “Neighbors for Kids Program” with Nathan Hale School, a five year grant from the CT Health Foundation, was implemented to serve students and families who attend Nathan Hale through a variety of programs and activities.

- The Youth Commission completed its second year (school year) in existence. All Manchester High Schools are represented on the Commission. The Commission’s mission statement reads: “The Manchester Youth Commission is a diverse group of youth collaborating with local government, in an effort to create open communication in the decision making process, making it possible to strengthen the community through the voice of youth.” The Commission’s Tag Line reads: “EMPOWERING THE VOICE OF YOUTH IN LOCAL GOVERNMENT.” The success of the Commission continues and their involvement with other Town initiatives, including the Better Manchester Coalition and the Library Expansion Committee, has been at the forefront of their activity. New Commissioners were selected at the end of the school year to replace outgoing seniors and to fill vacant slots.
Emergency Management

Manchester Emergency Management’s primary mission is to prepare for, coordinate partner response to, provide logistical support to, and lead efforts in mitigation and recovery for all natural and man-made emergencies and disasters. Emergency Management is currently updating an Emergency Operations Plan (EOP) for the Town. This Plan is in the final stages of a major review and rewrite.

Additionally, Manchester EM is charged with coordinating, recruiting and training of the CERT team. The Team’s strength now stands at 100 community members. In addition to the current strength, another 50 people successfully passed CERT training and although they decided not to continue on with the CERT Program, they serve just as an important role in their neighborhoods because of the training they received in case of any major disaster.

Major Highlights:

► During FY2009/10, the construction of a fully functional Emergency Operations Center (EOC) was completed. The EOC was built as a portion of the existing Public Works Facility, supported primarily by a regional incentive grant from the State of Connecticut and also supported by funding from the Town, Capitol Region Emergency Planning Council, and a Federal COPS-TECH grant.

► In addition to “routine” activations such as lost person searches or training exercises, the CERT team was deployed for 13 days to the Kleen Energy Power plant explosion. At this incident, the team was called upon to perform a specific function, personnel accountability tracking, a function they were not specifically trained to perform. The team received on-the-spot training and performed their mission flawlessly.

► The office does intend to continue to recruit and train more CERT team members as well as ham radio operators, search team members and mountain bike search and rescue team members. The continued goal is to train as many Manchester residents as possible in emergency preparedness, Citizen Corps training and helping neighbors during a time of emergency, which will make Manchester a safer place to live and raise a family.
Incidents
Medical/Rescue                6,113
Fire                                      151
Hazardous Condition           272
Public Service                      468
Good Intent                          678
False alarm                         415
Total Incidents 8,097

EMS
Manchester Fire-Rescue-EMS provides emergency medical services for the Town of Manchester at the first responder and Advanced Life Support (Paramedic) levels. This service is provided by Firefighter/EMT’s working with Firefighter/Paramedics, using an EMS delivery team concept to provide the best possible pre-hospital care. EMS service is delivered from all five fire stations to approximately 6,000 patients annually.

Major Highlights:
In FY2009/10, MFRE took delivery of its second Lifepak 15. This highly sophisticated piece of equipment allows paramedics to monitor a patient’s heart rhythm, perform 12-lead EKG’s, defibrillate, monitor blood oxygen and respiratory efficiency - all from a patient’s bedside – aiding paramedics in making the best treatment decisions for patients.

In May of 2010, MFRE paramedics began using "veinlite” devices. This device aids the paramedic in finding a suitable vein for starting an intravenous line for the administration of medications. By using the veinlite, paramedics are more likely to be successful on a first attempt.

FIRE PREVENTION
It is the goal of the Fire Marshal’s Office to prevent and reduce the incidence of fire by increasing awareness and knowledge of fire prevention to residents and business owners of the Town of Manchester and to ensure compliance with the Connecticut Fire Safety Code and applicable regulations of the State of Connecticut. This goal is achieved through plan reviews, fire origin and cause investigations, fire code enforcement and delivering fire prevention messages while participating in events such as Heritage Day, Cruisin’ on Main, Citizens Government Academy and Fire Prevention Week.

Major Highlights:
► In FY2009/10, the fire prevention message “Stay Fire Smart, Don’t Get Burned” was delivered to over 2,500 elementary school and daycare children through Fire Prevention Week presentations, the annual 4th and 5th grade fire prevention poster contest and visits to all the firehouses.

► During FY2009/10, over 1,200 inspections were performed which included inspections of day care facilities, schools, group homes, rooming houses, annual liquor inspections, underground storage tank removals and propane tank installation inspections. In addition, 322 plan reviews were completed along with 73 origin and cause fire investigations, an 8.2% decrease of fire investigations performed in 2008.
Manchester Police Department

The Manchester Police Department continues its commitment to provide the citizens of Manchester with the very best of community policing that includes a wide variety of services and an extremely dedicated and professional staff.

PATROL/OPERATIONS

In FY2009/10, the Manchester Police Department handled 44,007 calls for service and made 4,392 arrests. There were also 8,768 motor vehicle stops and 4,295 citations issued as a result. Other types of calls included 2,414 motor vehicle accidents, 366 Field Interview Reports and 1,513 animal complaints.

Four new officers were hired in FY2009/10. Promotions included one Lieutenant and three Sergeants. Five officers retired. One detective resigned to accept employment elsewhere. Four officers resigned during their probationary period.

EAST CENTRAL NARCOTICS TASKFORCE (ECN)

The East Central Narcotics Taskforce investigated 304 cases, made 262 arrests, served 88 search warrants and seized the following assets:

- $770,936 in cash
- One house located at 170 Hurlbut Road, Tolland, CT valued at $410,000
- 16 - Vehicles
- 13 – Firearms

Members of the unit also served as an integral part of a long term DEA Taskforce investigation that culminated with 33 arrests, 32 vehicles seized, 3 ½ kilograms of cocaine seized, 5 houses, 7 bank accounts, and 12 guns being seized.

POLICE INVESTIGATIVE SERVICES DIVISION

Manchester Police Department Detectives assisted the Norwich Police Department with a cold case homicide where a world-renowned physicist was killed in his driveway. Norwich Police contacted our polygraph unit for assistance in interviewing several suspects and witnesses because of the department’s statewide reputation of high quality work. Both polygraph and logistical assistance were rendered to Norwich in the case which concluded with them making two arrests for the murder.

Detectives also investigated numerous construction and paving scams that were attempted in town. Through investigation, Detectives were able to arrest three individuals from New Hampshire who had been targeting mostly elderly residents in town and charging them exorbitant rates for work that was either not performed or performed without a proper license, etc.

TRAFFIC SERVICES

The Manchester Police Department Traffic Services Section is responsible for the investigation of serious and fatal motor vehicle collisions, the enforcement of motor vehicle traffic related statutes and public education as it relates to traffic activities.

The Traffic Section also investigates and documents minor injury and non-serious motor vehicle collisions on a daily basis in support of the Patrol Section, and conducts selective enforcement activities in areas where there are a high number of motor vehicle collisions.

The goal of the unit is to reduce all motor vehicle collisions that result in property damage and/or injuries to citizens.

Major Highlights:

- The Traffic Services Section, in cooperation with the Investigative Services Section, recently acquired an LTI laser encoder unit and software capable of taking measurements at collision and crime scenes. With the addition of this technology, the unit is able to accurately document measurements at the scene of serious injury collisions in a fraction of the time it used to take with antiquated equipment. The Traffic Services Section Officers were certified in this equipment’s use, as well as attending training on the “Crash Zone” computer mapping software that complements it.

- The Unit investigated twelve serious injury collisions in FY2009/10. The Town has not had a fatal collision in over 600 days (Nov 2008). The Traffic Services Section is also a member of Metro Traffic Services (MTS), a regional traffic investigation and enforcement team. Over the last year, over 35 DUI checkpoints have been conducted and over 18 serious/fatal collisions investigated.
The Recreation Department plans, develops and manages parks and recreation facilities and provides leisure services to meet the changing needs of Manchester’s growing population.

**Major Highlights:**

- The **Summer Camp** program served over 1,010 Manchester youth ages 5-15. Summer camp began on June 28 and ended on August 6.

- The **Recreation Leader in Training** program provided a six week program to 38 youth ages 14-15. This summer program is designed for training youth to be future leaders and to provide them the opportunity for possible future employment with the Manchester Recreation Department in the summer aquatic or summer camp programs.

- The **aquatic program** provided swim lessons to over 2,000 participants in the Town’s indoor and outdoor facilities.

- The **ROCKS (Recreation on Campus for Kids)** program for Bennet Academy students held during the 2009-2010 school year included these highlights:

  - The **Center for Service Learning** program had over 50 participants from Bennet Academy Sessions 1 and 2 during the 2009-2010 school year. The group worked on many memorable projects, including A Walk in Manchester for Autism Awareness. Some students of the program had siblings or family members with autism, and felt a personal connection to a possible project dealing with autism. Students designed a walk that went from Bennet Academy to Martin Elementary School, created flyers and advertisements, sent out press releases, researched information about autism, and designed a festival filled with activities for all ages that was focused on autism awareness. The project had over 60 walkers and many more that visited the A Walk Festival.

  - The **Living Well** after school program had 34 members from Bennet Academy. Students were exposed to many non-traditional activities such as yoga, martial arts, water aerobics, water yoga, swim lessons, hiking, rock climbing, archery, frisbee golf, kayaking, canoeing, tai chi, dance, lacrosse, and golf. Students meet with a team of dietary science graduate students from the University of Connecticut once a week where they participated in interactive lesson plans and enjoyed healthy snacking. Students were taught the basic principles of healthy cooking where they prepared meals and snacks that they could implement at home. Students participated in a grocery store tour that focused on creating a “healthy shopping cart.” Students kept a detailed journal of their journey throughout the entire program, which included healthy choice goals and weekly fitness goals. Students celebrated their new found enthusiasm for a healthy lifestyle with family and friends at multiple parent, staff, and student meetings.

  - The **Bennet afterschool Intramural** program provided over 400 participants the opportunity to engage in many recreational activities including: soccer, basketball, flag football, wiffleball, floor hockey, lacrosse, kickball, dodgeball, cheerleading, drill, double Dutch and cardio combo exercise.

  - The **Manchester Rebuilding Together Program** continues to be one of the largest per capita in the nation. On Rebuilding Day Rebuilding Together, 66 projects were completed by 1,450 volunteers with 100 businesses and contractors involved on April 24th (www.townofmanchester.org/ rebuildingtogether).

- A **track club** for youth ages 6 to 14 was created. A six week program offered during the summer, over 30 youth participated in track and field events at the Manchester High School track.

- **Boomer Programming** - The Boomer E-Mail Activity Networking Group now has over 225 participants registered for the email networking group as compared to over 40 registered last year at this time. A variety of activities, such as tennis and golf lessons, walking and hiking excursions, attending movies, plays, dinners, dances and concerts were offered. The Town also continues to co-sponsor introduction to kayaking outings with LL Bean and Kayak Nature Tours with CT Coastal Kayaking LLC.

- Manchester hosted the **Connecticut Senior Games** in Manchester this year encompassing an entire weekend May 21-23 and utilizing a number of Town facilities and fields.

Recreation: (860) 647-3084  
Parks: (860) 647-3222  
Website: www.recreation.townofmanchester.org
The Manchester Public Library provides books and other materials and services desired by community members in order to meet their needs for information, creative use of leisure time, and lifelong education. The Library emphasizes individual service, especially to children, and serves as a focal point for interaction among diverse community residents of all ages.

The Library encourages youngsters from pre-school to high school to develop independent intellectual growth and a lifetime love of reading and especially encourages young children to develop an interest in reading and learning through services for those children and for parents and children together. This is accomplished by offering a wide range of programs from story times for newborns through book clubs for 4th through 6th graders, as well as many family programs for all ages.

The Library features current, high-demand, high-interest materials in a variety of formats for persons of all ages. It actively provides timely, accurate, and useful information for community residents and, as much as possible, for other users.

Major Highlights:
- Manchester’s Public Library is the fourth busiest, out of almost 200 libraries in the state, based on the total number of materials loaned annually, and features the fourth highest number of children’s books and magazines loaned. Over 859,000 items were borrowed by citizens during the most recent fiscal year, with more than 454,000 of those consisting of books and magazines.
- The Library’s collection contains over 220,000 books and magazines, more than 14,000 audio books and music CDs, and over 23,000 DVDs, as well as hundreds of other miscellaneous items. More than 365,000 customers walked through the library’s doors during the year.
- The Library programs were held during the fiscal year with a total attendance of 24,798 people, and ranged from story times for newborns and their parents to the Pat Ladd Literary Series for adults featuring recently published authors. For the year, the Library had the fourth highest average attendance at teen programs and the seventh highest average attendance at children’s programs of all the public libraries in the state.
- The most popular event continues to be the ten-week Summer Reading Program, during which almost 1,500 children read over 29,000 books. At the same time, 4,300 books were read by about 500 teens and over 1,000 books were read by almost seven hundred participating adults.
MANCHESTER PUBLIC SCHOOLS

The following programs and initiatives took place in Manchester Public Schools for the 2009-2010 academic year. The Manchester Board of Education operated ten elementary schools, a Sixth Grade Academy, one middle school, one high school, an alternative secondary school, a special education secondary school, and the Head Start Preschool Program.

School Budget
Fiscal Year
2009-2010 Budget: $96,071,237
2008-2009 Budget: $95,326,178
2007-2008 Budget: $92,582,680

Total School Enrollment: 6,889
Number of Certified Staff 2009-10: 626.55

The School Board's approved FY09 Operating Budget was prepared using the New England School Development Council (NESDEC) projection for the 2009-10 school year for 6,532 students. Actual enrollment as of October 1, 2009 was 6,889 students, which is an increase of 357 students from the projected amount and an increase of 12 students from the October 1, 2008 enrollment figure of 6,877 students.

Student Performance
This year was Manchester's first accounting for the achievement scores influenced by a significant number of transfers from some title schools to non-title schools. In spite of the changing student body within several schools due to transfers, we have shown signs of improvement in math and writing; holding our own as the student population shifts throughout the town. Many of our title schools have taken a large decrease in their class size. As these schools strive to create a stable student foundation, our composite scores are improving as a whole. Specific detail with respect to the 2010 analyses, when compared to last year is reflected as follows:

Overall, math scores across the district, both title and non-title schools have met or exceed the State proficiency level.

Upon review it was clear that many of our schools made AYP or Safe Harbor in math.

Our students of color and special needs populations continue to show gains.

However, as a District our reading scores are still in need of improvement.

While there are pockets of significant growth in our reading scores, there are also equal areas of decline.

Writing scores in many cases showed solid growth with the majority at 80% or above in proficiency levels.

For the first time, Manchester Public Schools are experiencing very large achievement gains within several content areas. As you examine these gains, it is important to note that both title and non-title schools are achieving in a comparable manner. For example, in some instances the title schools have outperformed the non-title schools, as noted in 4th grade math (92.3% proficient and above) in 4th grade writing (91.2% proficient and above) with Robertson and Waddell Elementary Schools respectively.

Top Performing Title Schools Exceeding the State Benchmarks
(Math = 82%, Reading = 79%)

Robertson Elementary School grades 3 and 4 math are the top performing grades with scores at 87.2% and 92.3% proficient or above respectively.

Washington Media Magnet School grade 5 math with 89.8% proficient or above.

Waddell Elementary School grades 3 and 4 had highest scores in writing with 82% and 91.2% proficient or above.

Robertson Elementary School grade 5 writing had the highest score for this grade level at 89.8% proficient or above.

Top Performing Non-Title Schools Exceeding the State Benchmarks
(Math = 82%, Reading = 79%)

Martin Elementary School grade 3 is the top performer in math at 94.6%, reading at 83.8%, and writing at 94.6% proficient or above.

Top performing school for grade 4 math is Highland Park Elementary School at 94.2% proficient or above.

Highest math score for grade 5 is Bowers Elementary School with 95.5% proficient or above.

The top performer for reading grade 4 is Buckley Elementary School with 88.1% proficient or above.

Grade 5 highest reading score is Bowers Elementary School with 91.0% proficient or above.

Grade 4 top writing scores are tied between Buckley and Keeney Elementary Schools with 88.6% proficient or above.

Martin Elementary School's grade 5 is the top performing school in writing with a score of 97.6%.

Major Highlights:
Highlights listed below depict remarkable gains in the level of proficient or above category:

Bowers Elementary School's grade 5 reading (91% proficient and above) showed a 15.2 point gain and all of the subject areas hit over 90% at or above proficiency.

Buckley Elementary School's grade 4 reading (88.1% proficient and above) showed an 11 point gain, with all of the scores over 80% proficient or above.

Highland Park Elementary School's grade 3 reading (75.6% proficient and above) showed an 11.2 point gain.

Keeney Elementary School's grade 3 reading (82% proficient and above) showed an 11.4 point gain.

Martin Elementary School's grade 3 math (94.6% proficient and above) showed a 17.5 point gain, 35.2 point gain in reading (83.8% proficient and above) and a 17.5 point gain in writing (94.6% proficient and above).

Verplanck Elementary School's grade 3 math (80.7% proficient and above) and grade 5 math (83.3% proficient and above) showed a 7.8 point gain.

Robertson Elementary School's grade 4 showed a 10.3 point gain in math (92.3% proficient and above) and a 12.5 point gain in reading (76.3% proficient and above), as well as the 5th grade showed a 13.2 gain in math (87.2% proficient and above) and a 6.5 point gain in
reading (60.55 proficient and above) along with an 18.9 point gain in writing (94.9% proficient and above).

- Washington Media Magnet School’s grade 3 showed a 12.7 point gain in reading (67.7% proficient and above) and grade 5 posted a 6.7 point gain in math (89.8% proficient and above).

- Nathan Hale Elementary School’s grade 3 showed a 21.8 point gain in math (77.6% proficient and above), in grade 4 showed gains in all three areas; a 31.3 point gain in math (91.7% proficient and above), a 22.1 point gain in reading (64.7% proficient and above), and a 22.2 point gain in writing, 5th grade showed a 7.3 point gain in writing, 5th grade showed a 7.3 point gain in writing, and grade 6 showed gains in all three areas; a 31.3 point gain in math (78.6% proficient and above) and a 7.3 point gain in writing (87% proficient and above).

- Waddell Elementary School’s grade 4 showed gains in all three areas; a 31.3 point gain in math (91.7% proficient and above), a 22.1 point gain in reading (64.7% proficient and above), and a 22.2 point gain in writing, 5th grade showed a 7.3 point gain in writing, 5th grade showed a 7.3 point gain in writing, and grade 6 showed gains in all three areas; a 31.3 point gain in math (78.6% proficient and above) and a 7.3 point gain in writing (87% proficient and above).

- Bennet 6th Grade Academy:
  - Made AYP in both math and reading.
  - All scores are at 80% or higher in proficiency levels in all areas.
  - 12.9 gain in reading (83.9% proficient and above).
  - 6.7 gain in writing (88.3% proficient and above).
  - 4.1 gain in math (84.4% proficient and above).

- Illing Middle School:
  - Demonstrated significant gains in reading (80% proficient and above) 10.2 pt. gain and math (80% proficient and above) 5.8 pt. gain in 8th grade.
  - Strong increase (82% proficient and above) 6.5 pt. gain in reading 7th grade and slight increase in math.
  - Math and reading scores are at 80% or higher in proficiency levels.

This gives the community a brief overview of the progress Manchester is making within the CMT test data. Much of this analyses shows consistent movement forward of student proficiencies in math and writing abilities. In addition, the scores in reading are demonstrating a need for improvement, which will result in extensive, targeted support. The district will continue to move forward with strategies to enhance reading, while maintaining the techniques that are bringing success to building the skills of math and writing.

Student achievement for all students continues to be an emphasis in all Manchester Public Schools. Closing the achievement gap for racial, socioeconomic, special education, and English language learner subgroups is our mission. The standard for measuring student achievement is having all students meet proficiency levels or above on the Connecticut Mastery Test (CMT) and Connecticut Academic Performance Test (CAPT). In an effort to meet the statutory requirements to achieve 100 percent academic proficiency in reading, mathematics, and science for all students by 2014, the present inadequacies of No Child Left Behind (NCLB) funding will continue to place financial burdens on the school district. The federal act NCLB continues to have a significant impact on Manchester Public Schools whereby the CMT and CAPT results are used to measure student achievement.

District efforts are focused on ensuring that all students improve performance to achieve and exceed state goals. A data driven decision making approach is used to meet all student needs. Furthermore, students of color and students with disabilities continue to make solid achievement gains in the areas of math, reading and writing.

The following charts illustrate student performance:

<table>
<thead>
<tr>
<th>Grade</th>
<th>CMT Subject Area</th>
<th>2006</th>
<th>2007</th>
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Continuous professional development training is necessary for all staff members to maintain continued growth and a key component of implementing the changes necessary to maintain the momentum of increasing student achievement. The district will maintain support to continue its work on developing professional learning communities, expanding scientifically research-based data and intervention teams, addressing differentiated instruction, creating academic review boards, continuing conversations about culture and race, developing positive behavior supports in each school and including children with disabilities in general education classes.

Manchester Public Schools continues to have high expectations for student achievement. The mission of each school is for every student to become a lifelong learner. Teachers support students in this endeavor by focusing on strategy acquisition and the development of higher-order thinking skills to comprehend, critically analyze and communicate understandings through oral and written modes. It is the intent of all curricula to engage students in an active thinking process that stimulates critical and creative thinking and supports meaningful language use of new learning.

Manchester Public Schools Board of Education funds currently support a number of programs and materials related to improving students’ academic skills, as well as focusing on the achievement gap between white students and students of color. Support for language arts and math curricula are provided at the building level through the work of literacy, numeracy and science trainers, curriculum specialists and math coaches.

Additionally, numerous professional development initiatives are being implemented in the areas of reading, writing and math as the district strives to address the needs of an increasingly diverse population and maintain the upward momentum, which has resulted in increased student achievement.

**Special Instructional Review**

*High School:* The Commission on Public Secondary Schools, at its September 20-21, 2009 meeting, reviewed the evaluation report from the recent visit to Manchester High School and voted to award the school continued accreditation in the New England Association of Schools and Colleges. This followed almost two years of self-study based on the standards of the NEASC. In November 2010, the complete report of commendations and recommendations was received and made public with recommendations related to each of the standards of the NEASC: Mission and Expectation, Curriculum, Instruction, Assessment of Student Learning, Leadership and Organization, School Resources for Learning and Community Resources for Learning. The first follow-up report on progress on recommendations from this report is due to NEASC by November 1, 2010.

Approximately 89 percent of the June 2010 graduates of Manchester High School have pursued post secondary education at two and four year colleges and universities. In 2008-09, Manchester High School began the process of reducing the number of academic levels of instruction for Grade 9 students. In 2010-2011, the level reduction will be extended to include Grade 9, 10 and 11 courses. Additional instructional supports for Grade 9 and Grade 10 students with academic needs in Language Arts and Mathematics will be continued to support students through the change in the leveling system. This variation on the block schedule, called “Skinny Block,” has been implemented to allow small group instructional support for Grade 9 and Grade 10 students. To provide additional support for students in mathematics, a Math Lab has been established for each period of the academic day. By 2011-2012, the General Studies level of instruction will be phased-out at Manchester High School. During the 2010-2011 school year, the Positive Behavior Supports (PBS) program will be fully implemented in the Freshman Center at Manchester High School as part of a district-wide initiative.

Manchester High School has established as its motto, “Mastering High Standards.” To accomplish this goal, students continue to be expected to pass multiple “proficiency” assessments in their courses. These “proficiencies” are designed to guarantee that students understand the essential learning concepts in each course. Ongoing curriculum revision is accomplished through a curriculum review cycle. Revised curricula continue to be linked directly to state and national standards.
as well as to proficiency expectations and CAPT standards. In addition to the 22 credits required to achieve a diploma, Manchester High School students must meet performance standards in the following six areas: English, Mathematics, Social Studies, Technology, Science and Service Learning. Students in Grade 9 and Grade 10 participate in three benchmark assessments annually to prepare for participation in the statewide testing program (CAPT) in March of Grade 10. Faculty will continue to examine various student performance measures through instructional data teams to increase student achievement and improve instructional practices.

**Special Education**
Manchester Public Schools uses a continuum of instructional service delivery models to implement special education services and support programs in the least restrictive environment. These services and support programs provide students with disabilities access to the general education curricula, help to improve their academic achievement, promote rigor, reduce the time that they are removed from general education classrooms, and increase their time with non-disabled peers. In order to level the playing field for students with disabilities and ensure their maximum success, various inclusionary instructional models and assistive technology applications are implemented throughout the district. Each year we continue to expand program opportunities for students with disabilities.

An increasing number of Manchester students with special needs are attending magnet, charter, and private schools. Manchester Public Schools is responsible fiscally for these students as well as for overseeing the specially designed instruction and related services they require for success. Additionally, there are increasing numbers of children with emotional or behavioral concerns and multiple needs who require more supervision (paraprofessional), increased behavior consultation and intervention, and programs with increased structure and supports.

Legal fees are directly related to mediation requests by parents, parent complaints to the Connecticut State Department of Education (CSDE), occasional expulsion or residency hearings, and review of policies as needed.

The public and private tuition lines are budgeted based on expected reimbursement from Excess Cost Grants (State), Medicaid (State/Federal), and tuition billed to other districts. In addition to parent choice placements, agencies such as Department of Children and Families and the juvenile justice system place students out of our district. Due to the comprehensiveness of our programming for students with disabilities, Manchester Public Schools makes every effort to maintain our students within the district. When the district cannot meet the unique learning needs of a particular child, the district seeks placement in a specialized program so that the child can achieve educational progress.

**Analysis of Special Education Data**
Application and Collection (SEDAC) for the last several years shows that the district consistently places a lower percentage of special education students out-of-district than our District Reference Groups (DRG) or the State. Likewise, others (DCF, courts) place a higher percentage of Manchester students. Manchester maintains more children in district; there is a greater need for teachers, paraprofessional support, and behavior/academic consultants. Additionally, there are nine group homes and numerous foster homes in Manchester that house students requiring specially designed instruction, related services, and transportation.
WATER

Considerable effort goes into delivering an average of six million gallons of clean and safe drinking water each day without interruption to domestic, commercial, industrial, and agricultural users, as well as for fire suppression.

The Water Department is responsible for water service from collection, storage, treatment, and testing to distribution of water from 278 miles of water main. Seven reservoirs along with ten groundwater wells combine to make up the water supply for the Town as well as to a few customers in neighboring communities. The Globe Hollow Water Treatment Plant processes the surface water from the reservoirs (and two contributory wells), while the groundwater wells treat and pump water directly into the distribution system through individual stand alone facilities.

The Water Department is organized as a self-supporting enterprise fund. All of its revenues are derived from user fees and other miscellaneous charges related to water projects. Similarly, all expenditures such as personal services, benefits, purchased services, supplies, equipment, debt service and interfund transfers are paid for solely through the enterprise fund.

The Water Department met all State and Federal Safe Drinking Water Standards during the past year. The quality of its product is directly dependent on its people, protection of watersheds and aquifers, facility operation & maintenance, investments in both underground and above ground infrastructure and emerging technologies.

Another value-added service provided by the Water Department is the Bottling Station. At this site citizens can fill jugs, bottles and containers with high quality water year-round, free-of-charge. The station is located in Mount Nebo Park from April until November. During the winter months this location is closed and an alternate bottling station is opened in the front of the Water Treatment Facility on Spring Street. For more information about the Manchester Water Department, please visit: www.townofmanchester.org/Water.

Major Highlights:
- Produced over 1.8 billion gallons of drinking water.
- Met all Federal and State Drinking Water Quality Standards.
- Conducted over 26,000 laboratory analyses on water to ensure quality.
- Obtained a $377K ARRA Grant to construct a Water Pump Station.
- Began comprehensive upgrade of Globe Hollow Water Treatment Plant.
- Installed emergency power at Love Lane and Highland Street Pump Stations.
- Installed Variable Frequency Motor Drives to save energy at three locations. Maintained 4,000 acres of watershed property.
- Performed a distribution system-wide leak study.
- Upgraded Supervisory Control and Data Acquisition System.
- Inspected and tested almost 900 backflow prevention devices.
- Sponsored contest for elementary schools during National Drinking Water Week.
- Hosted tours for Government Academy, various institutions and civic groups.
- Rehabilitated and re-painted two water storage tanks.
SEWER

The mission of the Manchester Sewer Department is tantamount to that of the Water Department. However, instead of utilizing this used water for consumption, it is ultimately discharged into the Hockanum River. Once water is used for domestic, commercial or industrial purposes it becomes “wastewater” and must be collected and piped to the sewage treatment facility. This involves the conveyance of wastewater flow through a collection system that consists of 167 miles of sewer mains (excluding approximately 36 miles located in the Eighth Utilities District), over 10,000 outlet connections, three pump stations and almost 5,000 manholes. Each day on average 6.5 million gallons of wastewater is processed at the Hockanum River Water Pollution Control Plant. Before the wastewater reaches the river, it is biologically treated to remove harmful pollutants and to ensure compliance with effluent discharge standards as established by regulatory agencies.

The Sewer Department is comprised of a dedicated team of professionals who make this all happen 24/7, 365 days per year. The Sewer Line Maintenance group is dedicated to the operation and maintenance of the collection system. They regularly inspect and clean sewer mains using specialized flushing equipment and can remotely view blockages and pipe conditions using a unique television camera and recording device (sewercam). Plant operations and maintenance personnel are busy each day at pump stations and at the Treatment Facility ensuring the wastewater is processed effectively and efficiently. The treatment plant is a complex facility that involves a process where microorganisms are provided with an environment that encourages them to use the nutrient-rich wastewater as food, which then break down these contaminates into relatively benign substances. The liquid portion of the treated wastewater is disinfected by ultraviolet (UV) light and re-aerated before being discharged into the Hockanum River. A by-product from the process, termed sludge or “biosolids”, is sent to specialized tanks called digesters where they are allowed to decompose. After a period of decomposition, this material is mechanically dewatered and trucked to the Town landfill for final disposal. Support activities for these groups are provided by Field Services, Laboratory, Customer Service, Engineering and Administrative personnel.

The Hockanum River Water Pollution Control Facility is an aging facility. The equipment, structures, vessels and instruments are for the most part, old, obsolete and expensive to maintain and repair. Fortunately the talented and dedicated staff always step up to meet the day-to-day challenges and are able to produce a discharge that removes approximately 98% of the targeted contaminates. With effluent discharge requirements becoming stricter and regulatory agencies in the process of promulgating limitations for substances that the facility was not designed to remove, it is evident the Town will need to make a significant investment into the modernization of the plant.

In response to these issues, the Board of Directors commissioned a study to investigate and recommend the most cost-effective, long-term approach to upgrade the facility. Once the study was concluded, a preliminary design was developed and presented to the Board and the Connecticut Department of Environmental Protection for review and comment. Currently the project is in the 60% design review phase. The Town has applied for funding of the project under the State’s Clean Water Fund Program. The actual construction project is anticipated to start in FY11 with an expected duration of two years to complete.

Another major project being undertaken by the Department is the Sewer System Evaluation Study. The first two phases of this three phase project have been completed. The purpose of it is to identify extraneous flows caused by groundwater or rainwater that may be entering the sanitary sewer system. Collectively, this water is known as I/I (inflow and infiltration) and is needlessly conveyed and processed at the treatment plant. The third phase of the project will refine the raw data and develop a recommended priority plan to eliminate the sources of this unwanted flow.

The Sewer Department is organized as a self-supporting enterprise fund. All of its revenues are derived from user fees and other miscellaneous charges related to sewer projects. Similarly, all expenditures such as personal services, benefits, purchased services, supplies, equipment, debt service and interfund transfers are paid for solely through the enterprise fund. For more information on the Sewer Department please visit their website at http://sewer.townofmanchester.org.

Major Highlights:

- Treated over 2.3 billion gallons of wastewater.
- Met all Regulatory Discharge Standards.
- Removed an average of 6,468 lbs/day of biochemical oxygen demand from sewage.
- Removed an average of 7,421 lbs/day of suspended solids from sewage.
- Conducted over 14,000 laboratory analyses on wastewater.
- Completed preliminary design of comprehensive plant upgrade.
- Completed two phases of the Sanitary Sewer Evaluation Study.
- Total rehabilitation of the Love Lane Pump Station.
- Total rehabilitation of the JC Penney Pump Station.
- Cleaned over 100 miles of sewer main.
- Eliminated Ridgewood Street Pump Station through collection system modifications.
General & Fire District Fund

Town Of Manchester, Connecticut Schedule Of Revenues, Expenditures And Changes In Fund Balance Budget And Actual (Budgetary Basis) - General Fund And Fire District Fund For The Year Ended June 30, 2010

<table>
<thead>
<tr>
<th>REVENUES:</th>
<th>GENERAL FUND</th>
<th></th>
<th></th>
<th>FIRE DISTRICT FUND</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Variance Original Revised Favorable</td>
<td>Variance Original Revised Favorable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Budget</td>
<td>Budget</td>
<td>Actual</td>
<td>Favorable (Unfavorable)</td>
<td>Budget</td>
<td>Budget</td>
<td>Actual</td>
</tr>
<tr>
<td>Property taxes, interest and lien fees</td>
<td>$115,237</td>
<td>$115,237</td>
<td>$114,544</td>
<td>($693)</td>
<td>$10,042</td>
<td>$10,042</td>
<td>$10,003</td>
</tr>
<tr>
<td>Intergovernmental revenue</td>
<td>36,553</td>
<td>32,188</td>
<td>31,963</td>
<td>(225)</td>
<td>194</td>
<td>194</td>
<td>190</td>
</tr>
<tr>
<td>Investment and interest income</td>
<td>700</td>
<td>700</td>
<td>184</td>
<td>(516)</td>
<td>38</td>
<td>38</td>
<td>15</td>
</tr>
<tr>
<td>Licenses, permits and fines</td>
<td>1,778</td>
<td>1,778</td>
<td>1,882</td>
<td>104</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charges for goods &amp; services</td>
<td>1,770</td>
<td>2,114</td>
<td>2,344</td>
<td>230</td>
<td>515</td>
<td>515</td>
<td>644</td>
</tr>
<tr>
<td>Other</td>
<td>154</td>
<td>156</td>
<td>441</td>
<td>285</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total revenues</strong></td>
<td><strong>156,192</strong></td>
<td><strong>152,173</strong></td>
<td><strong>151,358</strong></td>
<td>(815)</td>
<td><strong>10,789</strong></td>
<td><strong>10,789</strong></td>
<td><strong>10,855</strong></td>
</tr>
</tbody>
</table>

| EXPENDITURES: | | | | | | |
| Current: | | | | | | |
| General government | 5,561 | 5,561 | 5,148 | 413 | 11,387 | 11,321 | 11,083 | 238 |
| Public works | 12,816 | 12,601 | 12,406 | 195 | | | | |
| Public safety | 16,987 | 16,968 | 16,511 | 457 | | | | |
| Human services | 3,315 | 3,315 | 3,063 | 252 | | | | |
| Leisure services | 5,259 | 5,234 | 5,008 | 226 | | | | |
| Employee benefits | 2,670 | 2,670 | 2,636 | 34 | | | | |
| Other | 251 | 1,198 | 940 | 258 | | | | |
| Education | 97,281 | 93,695 | 93,449 | 246 | | | | |
| Internal service fund charges | 3,132 | 3,132 | 3,024 | 108 | 495 | 495 | 495 | |
| Debt service | 8,923 | 8,923 | 8,589 | 334 | 380 | 380 | 178 | 202 |
| Capital outlay | | | | | 37 | 103 | 94 | 9 |
| **Total expenditures** | **156,195** | **153,297** | **150,774** | 2,523 | **12,299** | **12,299** | **11,850** | 449 |

Excess (deficiency) of revenues over expenditures | (3) | (1,124) | 584 | 1,708 | (1,510) | (1,510) | (995) | 515 |

Other financing sources (uses) | | | | | | | | |

| Transfers in | 1,500 | 1,513 | 1,513 | | 1,717 | 1,717 | 1,717 | |
| Transfers out | (2,547) | (3,546) | (3,546) | - | (207) | (207) | (207) | |
| **Total other financing sources (uses)** | (1,047) | (2,033) | (2,033) | - | 1,510 | 1,510 | 1,510 | |

Net change in fund balances | $(1,050) | $(3,157) | $(1,449) | $1,708 | $- | $- | 515 | $515 |

Fund balance, beginning of year | 14,545 | 14,545 | | | | | 2,261 |
Fund balance, end of year | $13,096 | $13,096 | | | | | $2,776 |

Comparative Balance Sheet  June 30, 2010 & 2009

<table>
<thead>
<tr>
<th>ASSETS</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2010</td>
<td>2009</td>
<td>2010</td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$2,760</td>
<td>$864</td>
<td></td>
</tr>
<tr>
<td>Investments</td>
<td>11,316</td>
<td>12,826</td>
<td></td>
</tr>
<tr>
<td>Property taxes receivable, net</td>
<td>3,537</td>
<td>3,448</td>
<td></td>
</tr>
<tr>
<td>Accrued interest on taxes</td>
<td>1,073</td>
<td>1,029</td>
<td></td>
</tr>
<tr>
<td>Accounts receivable, net</td>
<td>17</td>
<td>115</td>
<td></td>
</tr>
<tr>
<td>Intergovernmental receivables</td>
<td>530</td>
<td>652</td>
<td></td>
</tr>
<tr>
<td>Due from component unit</td>
<td>47</td>
<td>55</td>
<td></td>
</tr>
<tr>
<td>Interfund receivables</td>
<td>9,524</td>
<td>7,000</td>
<td></td>
</tr>
<tr>
<td>Other assets</td>
<td>13</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td><strong>$28,817</strong></td>
<td><strong>$25,992</strong></td>
<td></td>
</tr>
</tbody>
</table>

Liabilities & Fund Balance

<table>
<thead>
<tr>
<th>LIABILITIES:</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts and other payables</td>
<td>$3,028</td>
<td>$3,136</td>
<td></td>
</tr>
<tr>
<td>Accrued liabilities</td>
<td>1,085</td>
<td>1,039</td>
<td></td>
</tr>
<tr>
<td>Intergovernmental payables</td>
<td>61</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>9,143</td>
<td>5,487</td>
<td></td>
</tr>
<tr>
<td>Total liabilities</td>
<td><strong>$13,317</strong></td>
<td><strong>$9,715</strong></td>
<td></td>
</tr>
</tbody>
</table>

| FUND BALANCE: | | | |
| Reserved for encumbrances | 2,404 | 1,732 | | |
| Reserved for amount due from component unit | 47 | 55 | | |

| UNRESERVED: | | | |
| Designated for specific projects | 2,942 | 3,051 | | |
| Designated for subsequent year's budget | 750 | 1,572 | | |
| Undesignated | 9,357 | 9,867 | | |
| Total fund balance | 15,500 | 16,277 | | |
| **TOTAL** | **$28,817** | **$25,992** | | |
## Department Directory

<table>
<thead>
<tr>
<th>Department</th>
<th>Official</th>
<th>Phone</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Services</td>
<td>Dede Moore</td>
<td>647-3126</td>
<td>TH</td>
</tr>
<tr>
<td>Animal Control</td>
<td>Elease McConnell</td>
<td>645-5516</td>
<td>Thrall Rd.*</td>
</tr>
<tr>
<td>Assessor</td>
<td>John Rainaldi</td>
<td>647-3016</td>
<td>TH</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>Louis Spadaccini</td>
<td>647-3130</td>
<td>TH</td>
</tr>
<tr>
<td>Budget</td>
<td>Julian Freund</td>
<td>647-3010</td>
<td>TH</td>
</tr>
<tr>
<td>Building</td>
<td>Greg Smith</td>
<td>647-3052</td>
<td>LC</td>
</tr>
<tr>
<td>Cemetery</td>
<td>Chris Passera</td>
<td>647-3081</td>
<td>PW</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Doreen Petrozza</td>
<td>647-5235</td>
<td>TH</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Christopher Till</td>
<td>647-3145</td>
<td>PW</td>
</tr>
<tr>
<td>Finance</td>
<td>Gregory Simmons</td>
<td>647-3121</td>
<td>LC</td>
</tr>
<tr>
<td>Fire</td>
<td>Robert Bycholski</td>
<td>647-3266</td>
<td>FD</td>
</tr>
<tr>
<td>General Manager</td>
<td>Scott Shanley</td>
<td>647-3123</td>
<td>TH</td>
</tr>
<tr>
<td>General Services</td>
<td>Gerald Dupont</td>
<td>647-3031</td>
<td>LC</td>
</tr>
<tr>
<td>Health</td>
<td>Maryann Cherniak-Lexius</td>
<td>647-3173</td>
<td>WC</td>
</tr>
<tr>
<td>Highway</td>
<td>Kenneth Longo</td>
<td>647-3244</td>
<td>PW</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Dede Moore</td>
<td>647-3126</td>
<td>TH</td>
</tr>
<tr>
<td>Human Services</td>
<td>Mary Roche Cronin</td>
<td>647-3092</td>
<td>WC</td>
</tr>
<tr>
<td>Information Systems</td>
<td>Jack McCoy</td>
<td>647-3072</td>
<td>LC</td>
</tr>
<tr>
<td>Library</td>
<td>Douglas McDonough</td>
<td>643-2471</td>
<td>MCL</td>
</tr>
<tr>
<td>Parks</td>
<td>Kenneth Longo</td>
<td>647-3244</td>
<td>PW</td>
</tr>
<tr>
<td>Planning &amp; Economic Development</td>
<td>Mark Pellegrino</td>
<td>647-3044</td>
<td>LC</td>
</tr>
<tr>
<td>Police</td>
<td>Marc Montminny</td>
<td>645-5500</td>
<td>PD</td>
</tr>
<tr>
<td>Probate</td>
<td>Judge Michael Darby</td>
<td>647-3227</td>
<td>PC</td>
</tr>
<tr>
<td>Public Schools</td>
<td>Dr. Kathleen Ouellette</td>
<td>647-3442</td>
<td>BOE</td>
</tr>
<tr>
<td>Public Works</td>
<td>Mark Carlino</td>
<td>647-3067</td>
<td>LC</td>
</tr>
<tr>
<td>Recreation</td>
<td>Scott Sprague</td>
<td>647-3084</td>
<td>RD</td>
</tr>
<tr>
<td>Registrar</td>
<td>Timothy Becker/Francis Maffe</td>
<td>647-3025</td>
<td>WC</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Mark Carlino</td>
<td>647-3248</td>
<td>PW</td>
</tr>
<tr>
<td>Senior Center</td>
<td>Eileen Faust</td>
<td>647-3211</td>
<td>SC</td>
</tr>
<tr>
<td>Tax Collector</td>
<td>Beth Jacobs</td>
<td>647-3018</td>
<td>TH</td>
</tr>
<tr>
<td>Town Attorney</td>
<td>Ryan Barry</td>
<td>647-3132</td>
<td>TH</td>
</tr>
<tr>
<td>Town Clerk</td>
<td>Joseph Camposeo</td>
<td>647-3037</td>
<td>TH</td>
</tr>
<tr>
<td>Water &amp; Sewer Department</td>
<td>Ed Soper</td>
<td>647-3115</td>
<td>WD</td>
</tr>
<tr>
<td>Youth Services</td>
<td>Erica Bromley</td>
<td>647-5213</td>
<td>YSB</td>
</tr>
<tr>
<td>Zoning Enforcement</td>
<td>Jim Davis</td>
<td>647-3057</td>
<td>LC</td>
</tr>
</tbody>
</table>

*Thrall Road is located off Landfill Way

- Website: Visit the Town of Manchester’s official online website at www.townofmanchester.org
- Sign up for Manchester Matters e-mail service and get the news you need about your community delivered direct to your desktop
- Sign up for e-Recreation e-mail and learn the facts about Parks and Recreation News and Events online at http://recreation.townofmanchester.org/erecreation/public/
- Silk City TV: Watch Cox Channel 16 to learn more about the programs and services offered by the Town of Manchester. Live broadcasts of Board of Directors and Board of Education meetings as well as a large variety of shows dedicated to Town departments and school events are featured.