

Town of

Manchester

Connecticut

**Annual Report
2009**



Town of Manchester

Table of Contents

General Government

Letter	1
Board of Directors.....	2
Human Resources.....	2
Budget.....	3
Customer Service & Information Center.....	3
Accounting.....	4
General Services.....	4
Assessment & Collection	5
Information Systems.....	6
Planning & Economic Development.....	6
Registrars of Voters.....	7
Town Clerk.....	8

Public Works

Building Inspection.....	9
Engineering.....	9
Facilities Management	11
Field Services.....	11
Sanitation.....	12

Human Services

Mission Statement.....	13
Health.....	14
Senior Adult & Family Services.....	16
Youth Service Bureau.....	17

Public Safety

Emergency Management.....	19
Police.....	19
Fire/Rescue/EMS.....	20

Recreation Department	22
-----------------------------	----

Library	23
---------------	----

Manchester Public Schools	23
---------------------------------	----

Water & Sewer.....	26
--------------------	----

Financial Statements	28
----------------------------	----

Directory	29
-----------------	----

Town of Manchester

Mayor and General Manager's Letter to Residents



Mayor
Lou Spadaccini



General Manager
Scott Shanley

Dear Resident,

On behalf of the Board of Directors and Town Administration, we are pleased to present the 2008/09 Annual Report. Inside, you will find that the 2008/09 reporting period was a year characterized by productivity and ingenuity throughout Town operations.

Reflecting on the first decade of the 21st century, what stands out among Manchester's celebrated accomplishments is the extensive capital reinvestment in the community that has taken place. As a result of these efforts, all Manchester public school students in grades 6 through 12 attend a new or fully renovated facility as do our pre-school students at the new Head Start building. Over the last five years, nearly 40 miles of road repaving has been completed along with significant improvements to the Town's sidewalk network. This close attention to our public infrastructure and commitment to reinvesting in our physical assets will continue. In fact, in December 2008 the Board of Directors charged the Manchester Redevelopment Agency with preparing a redevelopment plan for the Broad Street commercial area.

Now, as we are transitioning into the second decade of the century, we can also see the many other investments the community is making for a successful future. Take for example our investments in people. Perhaps nothing illustrates this emphasis better than the Town's master plan for Children, Youth and Families – a comprehensive strategy for making Manchester a place where people thrive. The master planning process has brought community stakeholders and residents together to design the foundation our young people need to become valuable resources to the community and its workforce as adults. The extensive and inclusive planning efforts that have already been completed, the newly created Youth Commission, and the ongoing work of the Action Committees are just the first steps toward creating Manchester's "Foundation for the Future."

It is also becoming increasingly clear that the future of providing quality, cost-effective public services will hinge on cooperative efforts with surrounding communities. Always an engaged and active participant in regional initiatives, Manchester continues to be a leader in forging partnerships with other municipalities and coming up with solutions to issues that affect us all. The Town has teamed up with other capitol region communities on numerous projects including one that constructed a regional emergency operations center right here in Manchester and another that will allow for online building permit applications and processing. Manchester has also been engaged in taking a regional approach to long-term planning for the solid waste management – a public service that will face many challenges in the coming years.

Over time, the payback on these investments and others, such as innovative applications of new technologies and promoting economic development, will be measured by the continued desirability of Manchester as a place to live, work and do business. As always, we thank you for your commitment to the Town and welcome your feedback and ideas for helping us meet the needs of all Manchester residents. We especially encourage all interested readers that would like to participate in Manchester's master plan for Children, Youth and Families to visit the master plan website at <http://cyfmp.townofmanchester.org/> for information on how to get involved.

Town of Manchester

General Government

Board of Directors Accomplishments

July 1, 2008 – June 30, 2009



Board of Directors for 2008-2009.

L-R front: Matthew Peak, Louis Spadaccini, Cheri Ann Pelletier, Scott Shanley

L-R back: Kevin Zingler, Mark Tweedie, Jeffrey Beckman, Lisa O'Neill, John Topping (resigned 5/22/08), David Sheridan (resigned 5/22/08). Rudolph Kissmann and Michael Farina were appointed as replacements (no group picture available).

- Created the Environmental Services Manager position and authorized the implementation of single stream recycling
- Authorized the Downtown Infill Development Project to create a plan for development of underutilized Town-owned space in downtown Manchester
- Established a Fire Apparatus Replacement Fund
- Approved new collective bargaining agreements with four unions and extended contracts with two unions
- Created the Manchester Youth Commission to advise the Board of Directors and to foster civic engagement and knowledge of municipal affairs among Manchester youth
- Approved the Final Report of the Charter Revision Commission and placed six Charter Revision questions on the November 2008 ballot
- Amended the Code of Ordinances to increase the membership of the Redevelopment Agency
- Charged the Redevelopment Agency with preparing a redevelopment plan for the Broad Street commercial area
- Authorized the implementation of numerous energy efficiency measures at Town and school facilities using Recovery Act grant funding
- Approved plans for the renovation of the Spruce Street firehouse to create the East Side Public Safety Youth Center
- Authorized the creation of programming policies for public access Channel 16.

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 13th and 14th sessions of Manchester Government Academy were conducted in the fall of 2008 and the spring 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. Several local graduates now serve on Manchester Boards and Commissions and their inside look at municipal experience has provided them with a foundation of how our local government works.

Manchester Youth Government Academy

In the fall of 2008, a section of Manchester High School's Participation in American Society class visited a different municipal department each week. This program is modeled after Manchester Government Academy and is viewed as a positive youth development opportunity. Students receive partial class credit as part of their overall grade in Participation in American Society and pre- and post- tests are conducted to determine student learning.

Manchester Employee Government Academy (MEGA)

In the spring of 2009, Manchester Employee Government Academy was launched where 20 employees participated in a program very similar to Manchester Government Academy. The focus was to provide an opportunity for Town employees to learn about municipal departments and divisions through presentations, tours, and interactive participation. The group met weekly for 12 sessions at different Town locations and was especially helpful to newer employees.

Employee Wellness

The Town of Manchester has long recognized the importance of a healthy workplace and the American Heart Association has honored the organization as a Start! Fit Friendly Company at the Gold Award level. This commendation means that the Town of Manchester has taken important steps to create a culture of physical activity in the workplace by promoting a wellness culture with an emphasis on physical, nutritional and cultural changes. Several examples have included an Employee Health Fair, a Walking Program and monthly Lunch and Learn Programs.

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 and 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)

2008/2009 Accomplishments

The Budget Office's major accomplishments in 2008/2009 include being awarded the Government Finance Officer's Distinguished Budget Presentation Award. This award is the highest form of recognition in governmental budgeting and 2008/09 represents the third time Manchester has received this distinction. The Budget Office was also the lead agency managing the Charter Revision process that culminated in six charter amendments on the November 4, 2008 ballot.

Customer Service & Information Center

In 1997 the Town of Manchester established a unique office to serve its residents, businesses, and visitors. Over these 12 years, the Customer Service & Information Center has grown to offer a wide array of services from a convenient location inside Town Hall.

New initiatives this year included public relations campaigns for the newly added Passport services, the Single Stream Recycling Program which started July 1, 2009, and the consolidation of many of the Town's Neighborhood Block Watch meetings.

The Customer Service & Information Center keeps citizens informed about the community in many ways. Citizens can tune in to Cox Channel 16 or browse the online Events Calendar to find news about voting, taxes, leaf collection, committee meetings, road construction, fire safety, Town jobs, dog licensing, and programs offered by the libraries, schools, health and recreation departments. Details are also available on special events, including Pride in Manchester Week, Band Shell Concerts, Cruisin' on Main Car Show, Thanksgiving Day Road Race, and the Independence Day Celebration. Questions and requests for information can be sent via the online Citizen Request System. For regular updates on all community matters, citizens can subscribe to the Manchester Matters e-newsletter.

Highlights of services offered to the community: July 1, 2008 - June 30, 2009

- The Customer Service & Information Center was designated as a Passport Acceptance Agency by the U.S. Passport Agency in Feb. 2009. Staff processed 74 applications & responded to 117 inquiries for customers over the course of 5 months.
- Support local non-profits by providing free publicity for their programs. Over 1,700 Municipal and Community Meetings/Events were advertised on the Town's Web Calendar and Cox Channel 16.
- 1,920 Manchester Matters subscribers received 133 emails alerting them to such news as storm cancellations, road construction, and seasonal programs.
- Customer Service & Information Center also serves as a community liaison by providing customers with IRS forms, Road Race registrations, and Band Shell concert schedules.

Customer Service & Information Center

(continued)

- Gift Shop: The Customer Service & Information Center generated \$4,601 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 \$2,897 in ticket sales for the Rotary Club Pancake Breakfast, Independence Day BBQ, and the Sports Hall of Fame Dinner; processed \$1,114 in donations for MACC Charities resulting from dress down Fridays for employees; and raised \$405 in daffodil sales for the American Cancer Society.
- 731 welcome letters were mailed to new residents; 156 of whom asked for comprehensive packages of Town literature.
- 535 citizens utilized electronic service via the Citizen Request System on the Town's website. Staff members are committed to responding to these emails within 24 business hours.
- Donations to the Memorial Tree Planting Program amounting to \$2,040 provided for 15 new trees to be planted in Town parks and cemeteries.
- Long-term parking in the Downtown Special Services District requires a permit. Staff issued 863 parking permits to customers throughout the year.

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

- Tax & Assessment: Serviced 9,584 customers by collecting \$2,875,476 in tax payments, \$1,836 in copy fees and researching 1,809 tax & assessment inquiries. This represents a 12% increase for the number of customers served, and a 25% increase in tax dollars collected when compared to the previous fiscal year.
- Public Works: Staff sold 28,399 leaf bags and answered over 1,400 questions about the leaf collection, trash & recycling, snowplowing and street sweeping programs. Many of these questions in the spring of 2009 centered on the automated single stream recycling program that was implemented in July.
- Recreation: Staff produced close to 300 Recreation membership IDs for Town residents, registered 212 people for recreation programs, and distributed 88 camp registration packets.
- Town Clerk: Serviced 2,787 customers and collected \$20,102 in printing fees for computerized land records. By contrast to the prior year, these numbers reflect a 13% increase in customers and a 26% increase in fees processed.

Call today: 860-647-5235

Visit at Town Hall: 41 Center Street

Hours: Mon.-Fri. 8 a.m. to 5 p.m.

www.townofmanchester.org

Accounting

The Accounting Division is responsible for payroll, accounts payable (internal and external vendors), pension calculations, reviewing and administering 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 150-250 checks per week to satisfy payment to the Town's vendors. The Division also processes the bi-weekly payroll for the Town's approximately 500 employees in addition to the monthly payroll for the Town's pensioners.

The Division's major accomplishments in 2008-09 include being awarded the Government Finance Officers' Association Certificate of Achievement for Excellence in Financial Reporting for the 14th consecutive year; automating and streamlining the accounting, auditing and payroll processes to reduce costs and increase efficiency and continuing to partner with all Town departments and divisions to evaluate and strengthen internal financial controls.

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.

Highlights and Accomplishments

In fiscal year 2008-2009, the department solicited 120 formal sealed bids for various contracts involving supplies, materials, equipment, services, construction and disposal of surplus equipment.

Significant projects bid during this year were:

- Martin Elementary School Media Center Alteration Project
- Regional Emergency Operations Center
- Illing Middle School Window Replacement Project
- Ridgewood Street Pump Station Elimination Project
- Martin School Roof Replacement
- Manchester Youth Service Bureau Renovations
- Residential Curbside Refuse and Recycling Collection.

Assessment and Collection

The Office of Assessment and Collection is responsible for the appraisal of all real estate, motor vehicles, and personal property for inclusion in the annual Grand List and the maintenance of all records related to assessment and tax-collection, with appropriate 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, landfill and cemetery 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.

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.

The Office of Assessment and Collection continues to investigate ways in which to improve customer service. Recently, the Office of Assessment and Collection refined our online tax payment system. While taxpayers can still pay their tax bills online using a credit card or E-check, our new system actually reduces the fees for paying online by E-check, while providing a more user friendly system to the taxpayers.

Tax Collections for fiscal year 2007/2008 were as follows:

Current taxes: \$120,427,156 or 99.97% of the adopted budget for the 2007 Grand List Levy (includes the 2006 Supplemental Motor Vehicle Taxes).

A total of \$2,472,787 in back taxes, interest, lien fees and other tax revenues were also collected.

The Top Ten Taxpayers in Manchester for the Grand List of October 1, 2007 are:

#	Names	Nature of Accounts	Net Assessment (After phase-in)
1	Pavilions at Buckland Hills, LLC, Et. Al.	Buckland Hills Mall	\$125,926,483
2	JC Penney Properties	Retail & Warehousing	\$62,800,112
3	Northland Pavilions, LLC	Apartment Complex	\$60,259,632
4	CT Light and Power Co.	Utility	\$43,322,614
5	Manchester Developers LLC, Buckland Developers, LLC	Apartment Complexes	\$36,067,788
6	Plaza at Buckland Hills LLC	Shopping Center	\$26,043,853
7	Gateway Lauren, LLC	Shopping Centers	\$25,485,963
8	California State Teacher's Retirement System	Apartment Complex	\$21,299,150
9	Wal-Mart/Sam's Club	Retail	\$20,244,511
10	Federated/May Department Stores (Macy's)	Retail	\$19,672,606

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.

Information Systems

Manchester is a six (6) time National League of Cities, Digital Cities Survey Award winner; placing in the Top 10 Nationally in its category of 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 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 will be an online application to apply for permits across municipal jurisdictions. Manchester's policy is to pursue these kinds of cost saving, services 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](https://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.

Redevelopment Agency

The Department organized and staffed an expanded Redevelopment Agency, and worked with them to evaluate the problems and conditions on Broad Street. Staff conducted research, educational programs, workshops and exercises. The result was the Broad Street Redevelopment Plan which calls for replacing the vacant Parkade with a mixed-use, pedestrian oriented development, and expansion of the Center Springs Park and greenway along Bigelow Brook.

Aquifer Protection Regulations

The Department worked with the Planning and Zoning Commission in its role of the Aquifer Protection Agency, to place aquifer protection boundaries on the zoning map, get regulations drafted and adopted, develop a registration program, contact property owners in the aquifer protection areas, and administer the registration process. The new regulation, based on a State model, will help protect our public drinking water supply.

Multi-family Housing Moratorium

The Planning and Zoning Commission adopted a moratorium on multi-family housing in commercial zones. The Department drafted a moratorium regulation and a subsequent zoning amendment that removed housing from business zones. During the moratorium period the staff conducted a considerable amount of research and a series of workshops with the PZC and other commissions examining the types, distribution and impacts of multi-family housing in Manchester. At the end of the moratorium the regulations were mostly unchanged, with the exception that the Commission will put multi-family housing back into the business zones as a special exception use instead of an "as of right" use.

Subdivision Regulations Amendment

The staff, at the PZC's request, researched and drafted an amendment to the subdivision regulations that requires a minimum set-aside of open space in subdivisions of five or more acres of land and allows the PZC to accept a payment in-lieu-of land.

Economic Development

The Department organized an economic summit, held in June on behalf of the Board of Directors. Planning staffed the Small Business, Marketing and Branding, and Workforce Development work teams associated with the Town's economic development strategy. The

main priority of the Small Business group is to create a virtual small business group; the Marketing and Branding group is drafting a proposal for consultant services to develop a marketing and branding plan; and the Workforce Development group will create a web-based jobs network site.

Planning for Agriculture

The Department became more involved with a subcommittee of the Conservation Commission, working with volunteers to develop plans, strategies and tools to encourage agricultural viability in Manchester. This effort is still in the early organizational and planning stages. The staff will continue to work with the committee and on this potentially significant effort for Manchester.

Oakland Street Corridor Study

The Planning Department completed a report on the Oakland Street corridor, examining possible impacts of rezoning nonconforming business uses on the street to a business zone. Staff analyzed existing land uses, the number and location of residential uses, sidewalk and traffic conditions, and existing zoning in the area. The Planning and Zoning Commission held a neighborhood meeting for residents and business owners to hear about the study and allow residents to offer their thoughts and suggestions on the future of their neighborhood.

Development Administration

During the reporting period the Planning and Zoning Commission acted on a total of 85 applications. Of these, 27 were site plan or special permit applications, 19 were wetlands permits, and 12 were erosion control plans. The major approvals included the plans for a new CVS pharmacy and Dunkin' Donuts as part of the redevelopment at the existing shopping center on Middle Turnpike West, a 13,000 square foot oncology center at Manchester Memorial Hospital and a 182-unit apartment project proposed for New State Road.

Community Development Block Grant Program

Administration of the Community Development Block Grant (CDBG) Program is undergoing major changes to increase the efficiency and effectiveness of the program while also working to ensure compliance with federal regulations. Numerous neighborhood meetings were held to foster community participation in the planning process of how these funds would be spent. A total of 22 applications for funding were received and reviewed and the upcoming program year will fund 10 projects. For the CD019 Program Year that runs from October 1, 2009 – September 30, 2010, Manchester received \$666,533.

Along with the regular CDBG entitlement grant, additional funding was received through the American Recovery and Reinvestment Act of 2009 (ARRA). Manchester received \$176,939 which will be used to replace sidewalks on Griswold, Lilac and Trumbull Streets. This grant required writing a substantial amendment to the CDBG Annual Action Plan which was submitted to, and approved by, the Department of Housing and Urban Development (HUD).

Registrars of Voters

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 Voting District Polling Places are as follows:

District 1	Robertson School, 45 North School Street
District 2	Manchester High School, Brookfield Street Entrance
District 3	Buckley School, 250 Vernon Street
District 4	Martin School, 140 Dartmouth Road
District 5	Senior Citizens Center, 549 Middle Turnpike East
District 6	Nathan Hale School, 160 Spruce Street
District 7	Waddell School, 163 Broad Street
District 8	Verplanck School, 126 Olcott Street
District 9	Keeney Street School, 179 Keeney Street
District 10	Mahoney Recreation Center, 110 Cedar Street

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 evenings 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.

Total registered voters for the Town of Manchester as of June 30, 2009 are as follows:

	2008 - 2009	2007 - 2008
Democrats	12,657	11,357
Republicans	5,731	5,627
Unaffiliated	13,153	12,230
Others	344	58
TOTALS	31,885	29,196

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 130,000 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. All land documents are backed-up by microfilm.

The Town Clerk also maintains vital records (birth, death, marriage, civil union) for the Town.

The records, which date 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 the State of Connecticut.

Also, all records pertaining to meetings, elections, damages, injury claims, summonses, oaths of office, and business name registration are filed and maintained.

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.

Transaction Total	48,100
Land recordings	8,558
Dog Licenses	4,251
Game Licenses	1,776
Births	1,058
Deaths	554
Marriage Licenses	353
Passport Applications	140
Civil Unions	6

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 to 5:00, Monday through Friday.

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

Town of Manchester

Public Works

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.

Engineering Division

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.

Building Permits	FY 2009
Total Applications received	3,273
Total permits issued	3,166
Total Revenue	\$619,100.81
Total Construction Value*	\$56,874, 206.90**
Inspections conducted	6,829
Code Enforcement	
Cases opened	503
Cases closed	472
Inspections conducted	1,271
Neighborhood Inspections***	
Cases Opened	1,015
Cases Closed	958
Inspection conducted	1,905

*Includes the value of Town projects where fees were waived

**This value has yet to be adjusted for value added due to cost affidavits at Certificate of Occupancy issuance.

***Note the Neighborhood Inspectors were performing Recycling Inspections from 10/27/08 until 3/12/09

Engineering Division (continued)

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

- Designed, permitted and inspected the following permits:
 - Sidewalk replacements at various locations, including Oak Street, Joseph Street, and Oxford Street, as well as sidewalks in the West Side Neighborhood on West Street, Fairfield Street, Middlefield Street, North Fairfield Street, and High Street.
 - Hercules Drive Booster Pump Station design.
 - Love Lane Sanitary Sewer Pump Station Improvements.
 - Ridgewood Street sanitary sewer pump station elimination.
 - J.C. Penney sanitary sewer pump station improvements.
 - Highland Street booster pump station improvements.
 - Intersection improvements at Woodbridge Street/Green Road/ Parker Street funded under the federal Safe Routes to School Program.
 - Sidewalk extensions along Woodbridge Street, Mather Street, Green Road and Oakland Street in the Bowers School district funded through the federal Safe Routes to School Program.
 - Sidewalk removals and replacements along Croft Drive and sidewalk removals on Drexel Drive.
 - Concrete curb replacement on Dartmouth Road, Thayer Road and Tuck Road.
 - Additional curb replacement on Tam Road and Timrod Road.
 - Sidewalk connection installed on Fern Street.
 - Buckland Hills Drive/Hale Road milling and repaving project designed after receiving federal ARRA (2009 Stimulus) funding.
 - Bus shelter installations at six locations under federal Transit grant.
 - Charter Oak Greenway extension design was finalized after design modifications from public hearing process incorporated into the project.
- Provided consultant oversight on the following projects:
 - West Side pool parking lot constructed of bituminous concrete on corner of Cedar Street and Cooper Hill Street.
 - Buckland Hills Area Transportation Study completed by ConnDOT and CRCOG.
 - Hop River Trail parking lot at Colonial Road improved with new gravel surface, drainage, and landscaping. Project funded by CTDEP grant.
 - Streetlight replacements in the Briarwood Drive neighborhood (Strawberry and Huckleberry).
 - Cheney Hall Courtyard Replacement design and bid.
- Provided consultant oversight on the following projects:
 - Design phase of the Broad Street Streetscape and Reconstruction project.
 - Design phase of the Dry Brook Drainage Improvement project.
 - Permitting phase of the Lower Hop Brook River Restoration project.
 - Design phase of North Main Street bridge outlet repair.
 - Design phase of Spring Street Bridge repairs.



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.

During 2008/2009, Facilities Management was involved in the following significant projects:

- New construction of 21,500 sq. ft. Manchester Preschool Center.
- Illing Middle School window and door replacement.
- Martin Elementary School roof replacement.
- Martin Elementary School Media Center expansion and renovation.
- Youth Service Bureau building renovations and move to 63 Linden Street.
- Regional Emergency Operations Center construction at 321 Olcott Street.
- Cheney Building (39-45 School Street) boiler replacement.
- Comprehensive Energy Conservation Assessment of all Town buildings.
- Lincoln Center carpet replacement.
- New lighting in Senior Center library.
- Asbestos remediation in School Street firehouse.
- Automated door openers at Town Hall, Weiss Center and Lincoln Center handicap accessible entrances.

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 constructs Town-owned properties and structures and provides essential public works services to the citizens of Manchester.

Highway

The Highway Division has the responsibility of maintaining the street system. There are 214 lane miles of road within the Town. This includes the construction of streets and road surface as well as their continued maintenance and street line painting. The division is obligated to ensure 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 control and jurisdiction of the Highway Division. There are currently 150 miles of storm drain system and 8,500 storm drains.

The annual paving program included resurfacing of 6.6 miles of road. These improvements included Ashworth Street, Avery Street, Baldwin Road, Bridge Street, Concord Road, Elberta Road, Glenwood Street, Hale Road Ext., Horace Street, Joseph Street, Keeney Street, Leland Drive, Linwood Drive, Litchfield Street, Lyndale Street, Macintosh Street, Oak Street, Packard Street, Pavilions Drive, Portland Street, Princeton Street, Server Street, Strong Street, and Wetherell 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 FY2008/2009 the division performed 210 funerals and sold 86 lots.

Field Services (continued)

Fleet Maintenance

The Fleet Maintenance Division is responsible for repairing and maintaining the Highway Division's vehicles, 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. The Fleet Division is working hard to consolidate and improve fleet operations. Specifications, purchasing and maintenance procedures are being updated and monitored.

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 two football fields. The division also is responsible for the maintenance and care of the Memorial Tree Program.

Parks Division also accomplished several town wide projects throughout the year. They included the completion of the Organic Land Care Project (a pilot program with the State of Connecticut DEP), and the reconstruction of two little league fields, Leber and Bagshaw. The division also constructed a retention wall on Buckland Hills Drive as well as supported other divisions in projects such as the new Youth Service building and grounds renovations.

Sanitation Division

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>, details the nature of its operation.

In December, the Sanitation Division prepared requests for proposals for the Curbside Collection contract and the contract for Refuse and Recycling Collection at Town buildings, Parks and Board of Education facilities. After a detailed evaluation of the responses, both contracts were awarded to Paines, Inc. of Granby, CT.

Concurrent with the award of the new collection contracts, the Board of Directors approved the switch to Single Stream Recycling, a bold initiative that allows residents to dispose of all recyclables in one container without sorting. The new automated single stream recycling program began on July 1, 2009 and has resulted in residential recycling rates increasing over 30%.

Staff from the Sanitation Division distributed education materials to over 16,200 households on the revised curbside collection program and worked with the contractor to select and administer the distribution of over 17,000 recycling containers.

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 collection costs.

Approximately 172,400 tons of material, including bulky waste, leaves and yard waste, and various special materials were brought to the landfill in FY 2008/09. Approximately 15,100 tons of municipal solid waste and 3,790 tons of recyclables, in addition to yard waste and bulky waste, were collected from residences through the curbside collection program.

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 (860) 647-3200.

Town of Manchester

Human Services Department

Mission Statement

The mission of the Manchester Human Services Department is to create a safe and healthy environment and enhance the quality of life for the Manchester community through advocacy, education, protection of the public's health, planning, communication, coordination and collaboration with community providers, evaluation and direct service provision in the areas of public health, social, youth and senior services.

Administration

The 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.

Highlights for Fiscal Year 2008-2009

- Human Services Administration, together with the Senior Center and Senior, Adult and Family worked with the Earned Income Tax Coalition to continue the work of promoting the Earned Income Tax Credit (EITC) and the Volunteer Income Tax Assistance (VITA) site at the Senior Center. One hundred twenty-seven returns were filed resulting in refunds returned to taxpayers in the amount of \$121,858 and of that, \$33,914 was for Earned Income Tax Credits. Thirteen volunteers were certified by the IRS to work at the site and provided 246 hours of service.
- All divisions within the Human Services Department are participating in the Town's performance measurements initiative. Additionally, Human Services Administration and the Budget Office continue to work with community agencies that are funded by the Town to promote performance measurements and provide technical assistance as needed.

- Human Services Administration collaborated with other departments on the National League of Cities Learning Communities Project on Master Planning for Children, Youth and Families. When the Town hired a consultant to develop a "Master Plan" for Manchester, Human Services Administration provided administrative support and worked closely with the consultant in the development of the plan.
- The Certified Nurses Aide (CNA) program, in partnership with Manchester Community College, continued with grant funding from Capital Workforce Partners, the Community Development Block Grant (CDBG) and the Bank of America/Foulds Family Foundation. The goals of the program are to provide training for low-income participants to procure gainful employment in a permanent, unsubsidized job, thereby reducing their reliance on public assistance. The program provides 240 hours of CNA instruction and job readiness training over an eight-week period. It is designed to provide the background, education, and entry-level skills necessary to become a CNA or Home Health Aide. This training also provides a solid foundation for future advancement in the health-care field, e.g. LPN, RN, medical assistant, respiratory therapist or occupational therapist. Of the seventeen training classes held since the program began, 258 students were enrolled and 235 graduated for a successful completion rate of 91%.
- Because of concerns raised over the number of foreclosures in Manchester, the Housing Commission requested that an education forum be provided to assist citizens at risk of foreclosure. The Human Services Department organized the Foreclosure Forum which was held on December 15th, 2008. A panel of experts from the housing Education Resource Center (HERC) presented information on various services and the presentation was taped and ran on Channel 16 to make the information more accessible to the public.
- The volunteer Veteran's Benefits Counselor for Manchester Disabled American Veterans and Veterans of Foreign Wars met with 278 veterans and provided 326 phone consultations. Typical requests for service included counseling on such things as: combat and non-combat disabilities compensation and pension, widow improved pension, VA health benefits and prescription certification, drug/alcohol dependency treatment programs, housing and rehabilitation occupational training. Of those veterans served, 94% were successful in obtaining their requested benefits.

Health Department

The Manchester Health Department provides comprehensive public health services to community residents. Public Health Nurses provide community health programs and some clinic services, as well as tracking and follow-up of communicable diseases. Environmental Health sanitarians focus on regulatory activities such as food safety, sanitary sewage disposal systems, privately owned wells, public swimming pools, lead abatement, a myriad of other environmental health issues, and environmental health education. A grant funded program that has been added to the Health Department since 2001 is Public Health Emergency Preparedness. Public health has become engaged alongside first responders in all-hazards emergencies in planning and preparedness for Public Health needs and integration with town-wide Emergency Preparedness planning.

Community Health:

The Community Health focus of the Health Department honors the premise that the “community” as a whole is our medical patient. A private physician’s focus is upon the individual patient’s health. In comparison, a public health department monitors the health of many. Programs such as tuberculosis case management, and other contagious disease surveillance and response provided by the Community Health Nurse and Clinic Nurse benefit the quality of health status of Manchester. Highlights of some programs are as follows:

Immunization Program

The 2008-2009 Influenza Vaccination season once again brought particular challenges to the Community Health Staff to provide vaccine to those with the highest health risks. The Health Department instituted a new option for participants to pre-register for Town Flu clinics and complete the required medical forms prior to the clinic. The department found this effort to be very worthwhile and well received by the clinic participants. With pre-registration waiting time was reduced and efficiency and accuracy of participant medical information for insurance reimbursement was markedly improved. The opportunity for pre-registration will be a permanent addition to future clinics.

Health Promotion programs

The Annual Nancy K. Pilver Breast Cancer Awareness Wreath Ceremony was sponsored by the Health Department in October 2008. The Wreath Ceremony had been held for seven years until, in 2003, it was renamed in honor of Nancy K. Pilver who was 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. State Senator Mary Ann Handley as well as other local elected officials, Town Government representatives and Manchester residents came to pay tribute to Nancy, to remember those lost to breast cancer and to honor breast cancer survivors.



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 who provides a wide variety of health promotion programs for the Town’s seniors as advertised in the Senior Center newsletter.

Environmental Health:

The regulatory enforcement arm of the Manchester Health Department is the Environmental Health Section. Some of the programs managed by the Environmental Health staff are as follows:

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 our State-certified food service inspectors. The Environmental Health staff of the Health Department also provide 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.

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 FY2008-2009, 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 routinely as part of the Connecticut Day Care Licensing Program. 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.

Community and Environmental Health Collaborative

The Community and Environmental Health staff work collaboratively in various public health programs. Overlapping focus of community and environmental health provides a holistic approach to public health. Areas where collaboration of disciplines is utilized are: Lead poisoning cases, West Nile Virus and Lyme disease cases, and Rabies prevention. Health educational information from both disciplines is disseminated upon request via phone requests, our website, and the newly added Quarterly Newsletter.

Public Health Emergency Preparedness

During the spring of 2009, the first wave of H1N1 Influenza (aka Swine Flu) Pandemic was declared by the World Health Organization. In Manchester, the department observed significant influenza illness, especially among the school age population. Close collaboration with the Manchester Public Schools, Superintendent, Director of School Nurses, Parochial and Charter Schools was immediately established. Information sharing, with parents, faculty, political leadership and the community as a whole was a consuming focus until the close of fiscal year 2009.

Historically, Manchester and Glastonbury have been combined by the State Department of Public Health since 2001 to provide Public Health Emergency Response for our combined citizenry. Immediately following the close of the 2008-2009 school-year, a debriefing exercise was sponsored by the Manchester and Glastonbury Health Departments for School officials, School Nurses and Local Leadership and First Responders to reflect on systems that were successful in managing the first wave of H1N1, and to identify areas needing improvement before the fall 2009 school year.

Grants:

- 1) *The Public Health and Health Services Block Grant*, a federal grant through the State Department of Public Health, has been one source of funding for Living Well Program, an Obesity Prevention/Healthy Life Style promotion program for youth. The Manchester Health Department works collaboratively with the Parks and Recreation Department on this and other local initiatives that encourage fitness and nutrition for overall wellness of children, families, and all residents of Manchester.
- 2) The Health Department has received continued funding for *Public Health Emergency Preparedness Grant* through a CDC Cooperative Agreement with the State of Connecticut for Bioterrorism and Pandemic Flu preparedness and planning. These funds are used to continue the planning and development of the network of local, regional and state professionals to respond to the public health needs of residents should a biological or other intentional attack occur. Manchester is the lead community partnered with Glastonbury to provide a mass dispensing clinic of medications or vaccinations, should the need arise.
- 3) *Cities Readiness Initiative* is a regional grant management by the Capitol Region Emergency Response Committee, Public Health subcommittee. As a regional partner in Public Health Emergency Preparedness, the Manchester Health Department receives moderate reimbursement for participation in regional drills and exercises.
- 4) *Lead Poisoning Prevention, State Department of Public Health Grant* Fiscal year 2008-2009 was the first year the Town received moderate funding to offset increased work requirements due to enhanced Lead Poisoning Prevention Regulations. The funding allows for hiring contractual lead inspection services to augment the increased Environmental Health regulatory requirements.

Health Department (continued)

Flu Clinics

2008

Medicare	550
Cash	69
HMO/Insurance	93
Free	12*
Employees	185
TOTAL	909

*with income waiver

Community Health Statistics

July 2008 to June 2009

698 Reportable Diseases

Environmental Health Stats

July 2008 to June 2009

907	Restaurant Inspections
103	Other Inspections
359	Food licenses Issued
124	Complaints
34	B100a Applications/Septic

Geriatric Statistics

July 2008 to June 2009

2,205 Blood Pressures

Senior, Adult and Family Services

Case Management

Since 2000, the division has seen a steady increase in requests for assistance and services from residents. The types of concerns and problems that residents are encountering are overwhelmingly dealing with basic needs. Chief among them are affordable housing, energy assistance and utility bills, financial assistance, health, medical and dental care, and issues related to aging and disabilities, especially homecare services. In the past year, 77% of residents that were provided social work services were older adults, 18% were people younger than 60 with a disability, 4% were younger families and 1% single adults. This statistic includes the social workers at the Senior Center.

During fiscal year 2008 – 2009 Senior, Adult and Family Services assisted 3,961 residents, including 54 clients served through the Conservator Program, and provided a total of 30,487 contacts. Manchester Dial-a-Ride provided 10,722 rides to residents.

- **Dial-A-Ride** – Submitted the fourth year proposal for Expanded Transportation services and received the funding from the State of CT. Developed and implemented additional programs which include Saturday service, band shell trips in the summer, trips to the Motor Vehicle Department, expanded mid-day coverage and some limited out of town medical trips.
- **Rent Rebate Program** – 909 applications were prepared and submitted to the State of CT for the Renter's Rebate program. Over \$418,000 in claims was returned to Manchester residents. (5/15/09 – 9/15/09 application period)
- **Earned Income Tax Credit Program** – Worked with the Manchester Earned Income Tax Coalition to publicize the EITC program through distribution of information packets and development of informational material. Also partnered with Manchester Area Conference of Churches, the Senior Center and Connecticut Light & Power to provide two (2) Money Management workshops for residents. In addition, a very informative resource and educational fair called "Beating the Recession Blues" was developed and offered to the community on Saturday June 27, 2009.
- **Point in Time Homeless Counts** – Partnered with the Planning Department in leading the Statewide 1-Night Homeless Count in January 2009. A report of the findings was developed and published in April 2009.
- **Seasonal Sharing** – Worked in cooperation with Manchester Area Conference of Churches and the Blue Angels program to address needs at the holidays.
- **Energy Forum** – A resource and educational Energy Forum was held for the community at the Senior Center in November 2008 in partnership with several other Town Departments and local agencies to provide information on energy help, resources and conservation options.
- **2008– 2009 Town of Manchester Human Services Directory** – Updated and published the directory and distributed throughout the community. In addition, it was posted on the Department's website.

Senior Center

Future Search – A grant was obtained from the State of Connecticut Department of Social Services to hire a consultant, Insights Unlimited, to work with Senior Center members, staff and stakeholders to work through issues arising from the differing needs of older adults in Manchester. The method chosen for this purpose was a "Future Search" conference, a weekend-long meeting with multiple stakeholders with the agenda of seeking common ground and forging a shared future. Future Search is designed to move the community to joint action on shared concerns. The Manchester Future Search was held from Friday, June 5 to Sunday June 7, 2009.

It was a significant commitment from the participants but one that yielded significant results. Six working committees were formed as a result of the Future Search Action Planning portion of the process to study issues such as space concerns, representation at Board of Directors meetings, volunteer opportunities and exploration of grant opportunities. The results from the Future Search process have provided the Human Services Department with important information for planning for the needs of seniors in our community. As the committees move forward with their research, information they collect will provide further guidance in this area.

Senior Center Survey – The Senior Center conducted a survey of its members from September through December, 2008. The results reflected a general contentment with the programs and services offered and mentioned areas of concerns such as perceived shortcomings of the facility and some outdoor areas such as the bocce courts, concerns about the parking lot and the limited amount of handicapped parking spaces.

Live Well – Chronic Disease Management Program –

In April, the Senior Center Director and Clinic Nurse presented a six-week evidenced-based course entitled “It’s Your Life, Live it Well” developed by Stanford University. Thirteen participants living with a number of distinct chronic conditions attended workshops on areas such as meditation and relaxation, communicating effectively with your health professional, healthy eating and exercise.

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 works 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.

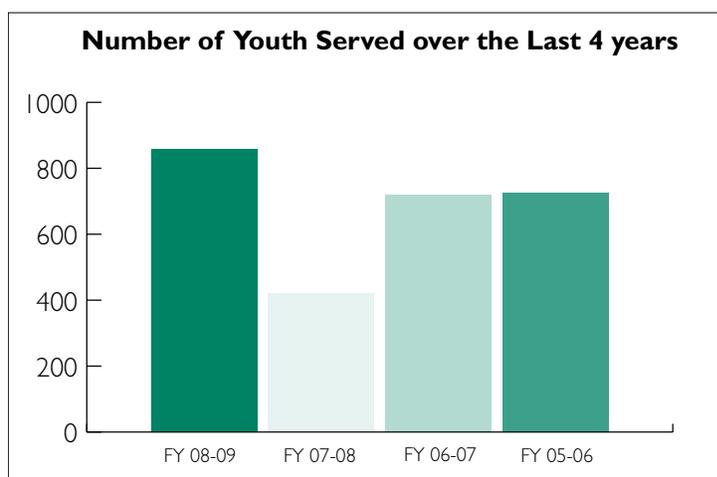
During FY 2008-2009, the YSB served 859 individuals. The following charts reflect some of the data on these individuals:

Gender	
Females	435
Males	424

Age	
Under age 16	489
Over age 16	370

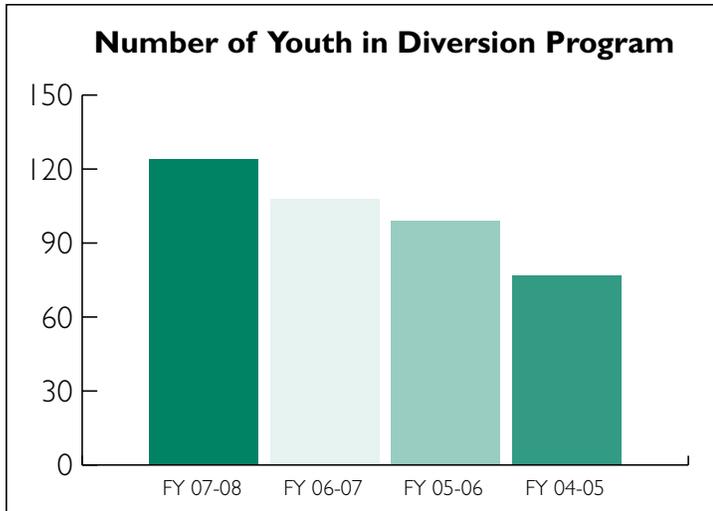
Household Type	
Single Parent Female	356
Single Parent Male	30
Grandparent/Relative/guardian	46
2 Birth parents	253
Other	174

Referral Source	
School	128
Self	101
Police	236
Parent	136
Juvenile Court	24
Other	234



Youth Service Bureau (continued)

This year, the YSB has seen a dramatic increase in diversions. Over the last 5 years, the number of diversions has more than doubled (see chart below). 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.



This year, the Town purchased a building at 63 Linden Street for the YSB to move in to early in the fall of 2009. This new building will triple the old YSB space allowing for more programming for youth. This FY also saw the completion of several community plans. The YSB was the lead for the CT Health Foundation grant for a plan to reduce the number of youth ages 6-14 from entering the juvenile justice system or intensive mental health system. The plan serves as an application for 5 year implementation funding. This plan focuses on the Nathan Hale Elementary School. The YSB was also heavily involved in the Early Childhood Community Plan as well as with the Children, Youth and Family Master Plan.

The Youth Commission has completed its first year (school year) in existence. All Manchester High Schools are represented on the Commission. The Commission created a mission statement that 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 also came up with a Tag Line that reads: "EMPOWERING THE VOICE OF YOUTH IN LOCAL GOVERNMENT". Each Commissioner was an integral part of the Children, Youth and Family Master Plan as well as a variety of other tasks.

Town of Manchester

Public Safety

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 additionally trains Manchester citizens in the fundamentals for surviving a disaster through a program known as CERT (Community Emergency Response Team). The CERT program is an all-risk, all-hazard training. This valuable course is designed to help citizens protect themselves, family, neighbors and neighborhood in an emergency situation.

The Deputy Director coordinates drills, training opportunities and volunteer assignments for the Community Emergency Response Team (CERT). CERT participated in Town events such as the annual fireworks celebration, Cruisin' on Main event and Thanksgiving Day Road Race. The Deputy Director also assists the Red Cross with finding temporary housing for victims of structure fires and has assisted the Health Department in the development of a pandemic flu plan and tested the plan with a full scale exercise.

The Manchester Office of Emergency Management and CERT were invited by CPTV to participate in a panel of volunteers for a live television show about volunteerism in Connecticut. The show was well received and gave recognition to Manchester's team as a leader in the state.

Through the regional Community Response Emergency Planning Committee, the Town received an operational support vehicle for the canine search and rescue unit of CERT. The vehicle will be acquired at no cost to the Town.

After years of planning and seeking funding, construction began on the regional emergency operations center (EOC). The renovations were funded by State and Federal grants.

The CERT acquired at no cost a retired ambulance from Pratt & Whitney. The team has refitted the ambulance as a field communications vehicle with the ability to contact anyone anywhere in the world. It is self-contained and can operate for days without outside assistance. It has been successfully used in numerous searches for lost persons on Case Mountain.

What is the Community Emergency Response Team (CERT)?

It's a team of over 100 individual citizens trained to help the Town in case of an emergency when all other responders are either tied up or unable to respond. The team is comprised of 5 sub-teams:

- 1- Communications Team
- 2- Shelter Management Team
- 3- Emergency Operations Center Support Team
- 4- Search and Rescue Team
- 5- Fire/Police who assist at accidents and other emergency scenes

CERT also learns how to take care of their family and neighbors during a weather related emergency.

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.

Operations:

In fiscal year 08/09, the Manchester Police Department received 48,765 calls for service, 3,910 of which involved an arrest. There were also 6,845 motor vehicle stops with 3,564 citations issued as a result. Other calls included 2,399 motor vehicle accidents, 328 Field Interview Reports and 1,423 animal complaints.

Nine new officers were hired in fiscal 2008/09. Promotions included one Chief, two Lieutenants and five Sergeants.

Investigative Services Division:

During the fiscal year 08/09, the Detective Division conducted several sting operations targeting online prostitution, which resulted in the arrest of several suspects.

In December 2008, the Detective Division arrested two individuals for robbing the New Alliance Bank at 344 West Middle Turnpike. The two individuals had been responsible for committing similar bank robberies in other towns.

Members of the Detective Division took part in a statewide taskforce which targeted Pawn Shops who were buying stolen items that were brand new and still in the box. As a result of this lengthy investigation, 13 pawnshops were targeted throughout the state. Thirty-one (31) arrests were made and approximately \$100,000 in stolen merchandise was seized.

Manchester Police Department (continued)

The East Central Narcotics Taskforce:

During fiscal year 08/09 MPD narcotics officers participated in several undercover operations and made significant arrests. The result of these operations resulted in the seizure of drugs, weapons, property and money. Most notable was a DEA Taskforce arrest of a major cocaine supplier in the Greater Hartford area.

The investigation concluded with the arrest of 33 individuals, 17 search warrants being executed, 32 vehicles, 3 ½ kilograms of cocaine, 5 houses, and 7 bank accounts, and 12 guns being seized.

Traffic Services

During the past year, the Traffic Services Unit has investigated two fatal and numerous serious injury motor vehicle collisions. The unit carried out several DUI and 4 seatbelt checkpoints. This unit has a very active Commercial Motor Vehicle enforcement arm, which resulted in numerous unsafe commercial motor vehicles being stopped and grounded. Approximately 52 truck inspections were conducted resulting in 17 vehicles being pulled out of service and 15 drivers removed from the road. In addition, this unit participates in several Metro Traffic Services commercial motor vehicle enforcement campaigns. The Traffic Unit's Citizen Initiated Traffic Enforcement volunteer squad complements the police department's effort in promoting safe driving.

Police Activities League

Manchester PAL continues to grow as a positive youth development program for at-risk youth in the Manchester Community. Programs provide opportunities to develop skills and fitness, and to promote positive relationships.

Homework Clubs have expanded to four clubs located at Squire Village Housing Complex, Manchester Area Conference of Churches, Robertson School, Illing and Bennet Middle Schools, and Manchester High School. Middle and high school clubs will soon consolidate to one Club with the opening of the new Manchester PAL Center at Hilliard Mill. PAL Homework Clubs provide a safe environment where participants complete homework assignments and projects with support from positive adult role models who act as mentors and tutors. PAL offers athletic programming that currently includes a very active karate program.

PAL has recently completed an Organizational Assessment with support from Hartford Foundation for Public Giving as well as expansion of its Board of Directors.

Volunteers are always welcome.

Manchester Fire-Rescue EMS

Committed to providing quality, courteous and professional life safety and public services, the Manchester Fire-Rescue-EMS Department has an authorized strength of 81 uniformed personnel including Officers, Fire Inspectors, Firefighters and Firefighter-Paramedics. A civilian staff consisting of an Executive Assistant, Clerical Assistant and one part-time Data Management Tech provide support to the organization. A Fire-Police Division, consisting of four volunteer civilian responders, provides support to field operations. The Fire Department is a geographically based operation with five strategically located fire stations. Front line apparatus resources include three triple combination Class A pumpers, two combination aerial/pumpers (quints) and one service truck. A Paramedic intercept vehicle and Shift Commander's rapid response vehicle complete the fleet.

The Fire Department provides prevention, fire and public-life safety service to 72% of the Town's geography (Manchester Eighth District Fire Department services the remaining 28% from separate stations) and services the entire community with advanced life support medical service (Paramedic level). During fiscal year 2008-09, the Department responded to a total of 7,902 incidents.

Incidents	
Medical/Rescue	5,889
Fire	138
Hazardous Condition	294
Public Service	427
Good Intent	715
False Alarm	439
Total Incidents	7,902

The Fire Department reaches out to the community in many ways. Basic and Advanced Life Support (BLS and ALS) medical personnel are assigned to Manchester midget football; Manchester High School varsity, junior varsity and freshman football and Manchester Silkworms baseball games. The Department participates in the Shattered Dreams, School to Careers and Safe Kids programs with the Manchester school system. The Vial of Life program is administered by the Department and fire companies assist at elderly blood pressure screening programs. The Fire Department can be seen during Pride in Manchester week and at many Town and organization-sponsored events.



The Department took delivery of a new LifePak 15 defibrillator monitor, a state-of-the-art unit in cardiac monitoring. This purchase allowed an eight year old LifePak 12 to be placed into reserve status replacing a ten year old LifePak 11 which was no longer reliable. The new LifePak 15 went into service at Fire Station One and allows for carbon monoxide monitoring of patients and improved, continuous cardiac monitoring. It is more durable and waterproof and contains a host of other technological improvements. In April 2009, the Department purchased two AEDs (automated external defibrillators) with funds donated in memory of Fire Chief John C. Rivoso. The two units were placed in service at the Lincoln Center and Town Hall. The Department also took delivery of a new thermal imaging camera with the latest available infrared technology. This camera was placed in service on Quint 1. Fire Stations 1 and 3 both had their 41-year old stationary emergency generators replaced with 50,000 watt diesel standby units.

The Fire Marshal's Office (FMO) delivered this year's fire prevention message, "Prevent Home Fires" to over 2,000 children in our elementary schools. Fire safety messages were also delivered by participation at Heritage Day, Citizens Government Academy, Open House and Cruisin' on Main. In addition, community risk reduction was also accomplished with over 1,250 inspections performed which included inspections of day care facilities, group homes, rooming houses, annual liquor inspections, underground storage tank removals and replacements and commercial inspections to name a few. The FMO also completed 302 plan reviews and initiated 72 origin and cause investigations.

Firefighter Glenn Moule received a Heroes Award from the American Red Cross for his role in saving the life of an unconscious woman who was trapped on the second floor of a burning structure on Durant Street. Glenn credits his fellow Firefighters in helping bring the woman to safety.

The Fire Department honors five primary values:

- 1. Customer Service:** Our internal and external customers constitute our number one priority. We treat our customers with respect and dignity in our efforts to address their needs. We care for our customers as if they were members of our own family.
- 2. Safety:** Is the cornerstone of our organization's foundation. It is an attitude we embrace in belief and practice.
- 3. Teamwork:** While individual effort is valued, the Department's long-term success will be the result of teamwork. We encourage, respect and incorporate valid team input.
- 4. Professionalism:** We value an organizational culture exemplified by accountability, compassion, dedication, honesty, initiative, integrity, leadership, pride and respect.
- 5. Progressiveness:** We will pursue advancement opportunities in education, standards, technology and trends within the dynamic environment of the fire service.

Town of Manchester

Recreation

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.

Recreation Department Highlights included:

- **The Center for Service Learning** operated after school at the Bennet Academy from October 2008 through June 2009. The CSL program serviced 60 students during two sessions of the program. Service Learning is a powerful teaching method that connects meaningful community service with academic learning, personal growth, civic responsibility and reflective experience. Relating this definition to the role of The Center for Service Learning, students were taught the basic elements and principals of service learning and how to select, plan, organize, implement and evaluate a successful service project. The CSL completed 13 service projects throughout the 2008-2009 season. Some service project highlights were the "CSL Reusable Grocery Tote", which the CSL designed, created and sold around town. One hundred percent of the profits from the bag sales went to the MACC food pantry. The "CSL Earth Day Clean Up" was held on Earth Day and involved a massive town-wide clean up including Center Springs Park, Robertson Park, Center Park, and Charter Oak Park. Students also cleaned Main Street and hosted an informative "Go Green" booth at the Library complete with facts, games and activities for all ages. Students also completed a massive letter writing campaign entitled "CSL No Soldier Left Behind" for our troops overseas and those returning from combat. The CSL organized service projects that enhanced the community of Manchester while empowering everyone that participated in the program.
- **Living Well after school** was held at the Bennet Leisure Center and accommodated 35 Bennet Academy 6th grade students. Living Well operated after school on Tuesdays and Thursdays from 2:45 – 5:30 p.m. from January to June. The goal of the Living Well after school program is to provide a curriculum of leisure and nutrition to enhance the physical, emotional, social and psychological well being of school aged children. The program included exercise, fitness and nutrition. In addition, wellness specialists exposed participants to programs as yoga, tai chi, dance, swim lessons, hiking, kayaking, water yoga, canoeing,

rock climbing, archery, skiing, healthy cooking and eating and much more. Participants attended wellness trips once a week to local parks, the IOH pool, trails, and recreation centers. The University of Connecticut and Manchester Community College provided undergraduate and graduate students in the fields of Health and Science for program enhancement.

- **Boomer Programming** – The Boomer E-Mail Activity Networking Group now has over 175 participants registered for the email networking group as compared to 40+ registered last year at this time. A variety of fun, social and exciting activities such as tennis and golf lessons, walking and hiking excursions, attending movies, plays, dinners, dances and concerts were offered. The Department continued to co-sponsor introduction to kayaking outings with L.L. Bean and Kayak Nature Tours with CT Coastal Kayaking LLC.
- **Pride in Manchester Week** – Joseph D. Negri Annual Concert in the Park. Conducted Saturday, June 6th – featuring Peter Tork and Shoe Suede Blues and The Marvelettes. Approximately 3,500 people attended.
- **Manchester Rebuilding Together Program** continues to be one of the largest per capita in the nation. On Rebuilding Together day, 50 projects were completed by 1,500 volunteers on April 26th. Twenty-one other projects were completed during the year. Highlights included the replacement of 168 windows due to a grant from the Lowes Charitable & Educational Foundation and two "Heroes at Home" projects sponsored by Sears Holding which focused on renovations at veterans homes. (www.townofmanchester.org/rebuildingtogether)

Recreation: (860) 647-3084

Parks: (860) 647-3222

Website: recreation.townofmanchester.org

Town of Manchester

Public Library

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 life-long education.

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 fifth highest number of children's items loaned. Over 834,000 items were borrowed by citizens during the fiscal year, with more than 430,000 of those consisting of books and magazines.

The library's collection contains more than 200,000 books, almost 14,000 audio books and music CDs, and over 21,000 DVDs/ videocassettes, as well as thousands of other miscellaneous items. Nearly 400,000 customers walked through the library's doors during the year.

984 library programs were held during the fiscal year with a total attendance of 26,310 people, and ranged from storytimes for newborns and their parents to an adult program featuring works by and the life of Edgar Allen Poe. For the year, the library had the second highest average attendance at teen and 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 over 1,500 children read 35,290 books, an increase of 3,700 from the previous year. At the same time, over 4,000 books were read by almost 400 teens who took part in the Teen Summer Reading Program, and almost 1,000 books were read by 200 participating adults.

Upcoming Programs and Events

A monthly Adult Book Discussion series is held at the Mary Cheney library building for those interested in meeting with others to talk about what they have read.

Several hundred children's programs will be offered in the course of the year, for newborns and their parents, through 6th graders. Programs are held at both library buildings. Twice-weekly teen programs are held at the Mary Cheney building.

The Friends of the Library group held two annual book sales, in addition to running the continuous book sale at the Whiton branch library building. The Friends purchase many Museum Passes which can be borrowed from the library in order to give free or reduced admission to Mystic Aquarium, Lutz Children's Museum, the Harriet Beecher Stowe House, and other museums.

Manchester Public Schools

The following programs and initiatives took place in Manchester Public Schools for the 2008-09 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	2008-2009 Budget	\$95,326,178
	2007-2008 Budget	\$92,582,680
	2006-2007 Budget	\$88,353,644

Total School Enrollment: 6,877

Number of Certified Staff 2008-09: 648

The School Board's approved FY09 Operating Budget was prepared using the New England School Development Council (NESDEC) projection for the 2008-09 school year for 6,712 students. Actual enrollment as of October 1, 2008 was 6,877 students, which is an increase of 165 students from the projected amount and an increase of 62 students from the October 1, 2007 enrollment figure of 6,815 students.

Student Performance

Student achievement for all students is an emphasis in all Manchester Public Schools. Closing the achievement gap for racial, socio-economic, special education, and English language learner subgroups is our mission. The standard for measuring student achievement is to have 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. During the 2008-09 school year, Manchester Public Schools achieved "Safe Harbor" as a district. The regulations imposed at the next level were on hold for one year. Additionally, students made significant gains at the high school and in many elementary schools with a mean average gain of 10.9 points when measuring the status of all of our student categories. Furthermore, students of color and students with disabilities or special needs continue to make solid achievement gains in the areas of math, reading and writing.

Manchester Public Schools (continued)

The following charts illustrate student performance:

Manchester District Scores							
PERCENT MEETING STATE Proficient and Above							
Grade	CMT Subject Area	2006-07		2007-08		2008-09	
		Manch District	State	Manch District	State	Manch District	State
Grade 3	Reading	72.3	69.3	66.5	68.4	68.3	71.1
	Writing	85.8	82.4	86.8	82.9	84.0	83.2
	Mathematics	79.2	80.1	80.3	80.7	81.6	82.8
Grade 4	Reading	68.7	70.6	72.0	69.7	70.9	74.4
	Writing	84.0	84.1	86.2	84.8	84.9	85.0
	Mathematics	78.9	80.9	82.2	81.5	81.6	84.6
Grade 5	Reading	72.6	73.4	72.3	74.0	73.6	77.7
	Writing	90.0	85.7	86.0	85.7	86.0	86.5
	Mathematics	80.2	82.5	81.0	83.1	85.0	85.9
Grade 6	Reading	72.9	75.7	77.9	77.6	71.0	80.3
	Writing	83.8	83.8	85.3	82.9	81.6	83.1
	Mathematics	81.2	82.7	83.3	84.3	80.3	86.8
Grade 7	Reading	69.2	75.5	74.2	79.7	75.5	83.4
	Writing	71.2	81.1	76.3	80.1	77.8	80.9
	Mathematics	68.2	80.2	77.9	82.6	79.7	85.7
Grade 8	Reading	69.2	76.4	73.2	77.0	69.8	80.5
	Writing	74.6	82.5	76.9	82.7	80.0	83.7
	Mathematics	69.7	80.8	75.7	81.2	80.0	83.7

PERCENT MEETING STATE Proficient and Above							
Grade	CAPT Subject Area	2006-07		2007-08		2008-09	
		Manch District	State	Manch District	State	Manch District	State
Grade 10	Reading	79.0	79.7	89.3	82.7	78.0	81.8
	Writing	80.6	82.2	87.8	88.2	87.9	86.5
	Mathematics	69.8	77.2	79.8	79.7	74.4	78.4
	Science	78.7	81.4	76.6	80.5	76.3	78.4

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. Teachers learn how to use data to drive instructional decisions in their classrooms to meet the needs of all students in the district. The district will seek support to continue its work on developing professional learning communities, expanding scientifically research-based data 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 special needs in general education classes. The mission of Manchester Public Schools is to ensure success for all students.

Curriculum and Instruction

The Connecticut State Department of Education's (CSDE) Common Core of Teaching provides guidance to administrators and teachers regarding the structures expected for effective instruction in classrooms at all levels. During the last two years, Manchester Public Schools has worked to rewrite the curricula in math, language arts, social studies and science. These four areas are

up-to-date, reflect the guidelines of the CSDE's The Connecticut Framework: K-12 Curricular Goals and Standards and are aligned with the strands and objectives assessed on the CMT and CAPT assessments. There is a district-wide comprehensive plan to implement SRBI (Scientific Research-Based Interventions) for Manchester Public Schools. The framework emphasizes effective instruction for all students through high-quality core general education practices, as well as targeted interventions for students experiencing learning, social-emotional or behavioral difficulties.

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.

In accordance with No Child Left Behind requirements, students are tested in science in Grade 5 and Grade 8. Teachers were given additional training and materials to support student preparation in this area. This training will continue to strengthen all science areas. 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: In May of 2009, the New England Association for Schools and Colleges (NEASC) visited Manchester High School for its decennial accreditation process. This followed almost two years of self-study based on the standards of the NEASC. The complete report of commendations and recommendations will be released publicly in late fall 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.

Approximately 88 percent of the graduates of Manchester High School pursue 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 2009-2010, the level reduction will be extended to both Grade 9 and 10 courses.

Additional instructional support for Grade 9 and Grade 10 students with academic needs in Language Arts and Mathematics will be implemented to support students through the change in the leveling system. A variation on the block schedule, called "Skinny Block," will be 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 will be 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 2009-2010 school year, the Positive Behavior Supports (PBS) program will be implemented in the Freshman Center at Manchester High School as part of a district-wide initiative.

Manchester High School continues to have a significant enrollment in both Advanced Placement courses offered through the College Board and in Honors level courses.

School Year	Advanced Placement Enrollments	Honors Enrollments
2008-09	317	1,941
2007-08	288	1,639
2006-07	308	1,755
2005-06	328	1,752
2001-02	148	1,337

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 their courses. Curriculum revision is an ongoing process accomplished through a curriculum review cycle. Revised curricula have been 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.

Special Education

Manchester Public Schools implements an inclusion model for the delivery of special education services and supports that promotes student access to the general education curriculum. This program enhances academic achievement and reduces the time students with special needs are away from their regular classroom and peer groups. The school system's delivery model is conducted in the general education classroom, thus benefiting students. Out-of-district placement of students with special needs has a significant impact on both the school budget and students. Manchester Public Schools places select students out-of-district when unique learning needs requires a specialized program currently unavailable in Manchester. We continue to increase our capacity by expanding the continuum of services provided within our schools. In addition to district choice placements and parent choice placements such as magnet schools, agencies such as the Department of Children and Families and juvenile courts often place students out-of-district. However, according to an analysis of Special Education Strategic School Profiles for the last seven years, data indicate that Manchester Public Schools places a lower percentage of special education students out-of-district than their state counterparts. The implication of placing students out-of-district can be seen in the tuition lines.

Initiatives that should be continually fostered in both regular and alternative educational settings include early intervention, diversity training, positive behavioral supports, co-teaching and optimum pedagogical instruction that emphasizes higher order thinking with multi-sensory applications. The State Education Resource Center (SERC) has been partnering with Manchester Public Schools to provide support and training in these areas with a focus on early intervention services, co-teaching, transition and differentiated instruction.

Manchester Public School continues to meet its targets in many of the state performance indicators. The district continues to strive to make possible the opportunity for students with disabilities to earn a high school diploma and pursue post secondary opportunities. Partnerships have been formed with Manchester Community College and Manchester Area Council of Churches.

Town of Manchester

Water & Sewer

The mission of the Water & Sewer Department is to provide the highest possible water quality and customer service at the lowest possible cost, while continuing the commitment to improving the infrastructure and the community's environment. By following these principles our customers are assured of having clean, safe water to drink, enough for domestic, commercial, industrial, and agricultural applications as well as an adequate supply for fire suppression at an economical user rate. This also means that the wastewater generated from these activities is cost-effectively treated to a degree where the quality of the plant effluent is in compliance with all established regulatory discharge standards.

As one might suspect it can be a considerable challenge to supply a town of over 53,000 residents with an average of six million gallons of potable water each day year round without interruption in service or quality. To accomplish this, it takes a unified effort from a team comprised of Operations & Maintenance, Field Services, Laboratory, Customer Service, Engineers and Administrative staff.

A complex infrastructure is required to collect, store, convey, test, treat and distribute this water through approximately 261 miles of water main throughout the town. A series of seven reservoirs located on over 4,000 acres of protected watershed land and ten groundwater wells provide the raw water necessary to meet the demand of our customers. This water must be treated and tested before it can be distributed to the public for consumption. The Globe Hollow Water Treatment Facility can process up to 12 million gallons of surface water per day, while smaller quantities of groundwater are treated and introduced into the distribution system through smaller, individual stand alone installations.

Much of this infrastructure is aging and has been in continuous service for many years. Recognizing the need to address this issue, the Board of Directors commissioned a rate study that included provisions for developing a long-term, system-wide Capital Improvement Plan (CIP). One of the most notable projects authorized by the Board in FY08/09 was for capital improvements to the 24-year old Globe Hollow Water Treatment Plant. This project will provide process improvements, facility repairs, replacement of worn out, obsolete equipment and compliance with building codes. An important aspect of the project will be the addition of an ozonation process, which will improve the aesthetic quality of the water (taste & odor), add a protective barrier against water-borne pathogens and reduce the production of chlorinated by-products in the distribution system. Other major changes will include a conversion from gas to liquid chlorine and retrofit the existing multimedia filters to granular activated carbon. It is the goal to complete this multi-faceted project by mid-year 2010.

Significant progress has been made in replacing aging and deficient water mains throughout the Town based on a system-wide evaluation that was completed the previous year. As part of

this study a methodology was developed to rate the condition and criticality of all the Town's water mains then implement a prioritized plan for replacement and/or relining. By following this proactive process it increases the reliability of the system, ensures sufficient quantities of water are available to meet consumer demand, prevents the degradation of water quality during transmission and avoids costly unexpected repairs due to pipeline failure.

Once the potable water is used and goes down the drain, it is collected and conveyed through a series of sewer mains and pump stations and eventually flows to the Hockanum River Water Pollution Control Plant, the Town-owned/operated treatment facility. This advanced treatment facility processes approximately 6.25 million gallons of raw sewage on an average day and removes nearly 98% of targeted contaminants on a regular basis.

The wastewater treatment plant was originally constructed in the 1950's with upgrades made four decades ago and again two decades ago. Meanwhile, more stringent effluent limitations have been established by the regulatory agencies making capital investments necessary. In response to these challenges, the Board of Directors commissioned a study to investigate, rate and recommend the most cost-effective, long-term approach to address these issues. At the conclusion of the study, a preliminary design and cost estimate will be available to help develop a comprehensive capital improvement plan for upgrades that will preserve the integrity of this valuable asset and achieve compliance with the latest regulatory mandates. The plan will also evaluate more cost-effective and ecologically friendly technologies.

The collection system that conveys the wastewater to the treatment facility consists of 158 miles of sewer main, over 10,000 service connections, four pump stations and almost 5,000 manholes. Similar to the water distribution system, these sewer pipes and pump stations are quickly approaching an end to their useful service life. The Board has commissioned a Sanitary Sewer Evaluation Study (SSES) to determine problematic areas in the collection system and devise a program to address deficiencies. In addition, the Board has authorized major overhauls to two pump stations and sewer system modifications to eliminate a third pump station, all of which will be completed in the next fiscal year.





As mentioned earlier, regulatory agencies such as Environmental Protection Agency, the State Department of Health, and the Department of Environmental Protection establish permit limitation values for the facilities the department operates. This year, all water quality parameters were met throughout the year at all of the treatment facilities.

The Water & Sewer Department also enjoys being a good community partner. This year the department sponsored a poster contest during National Drinking Water Week where fourth grade students were able to submit their artwork on behalf of their respective schools in order to demonstrate the theme of how “Tap Water Delivers.” Entries were displayed in the showcases at Town Hall and judged on their creativity and talent. The artwork received was so exceptional, judging was difficult. Ultimately two contest co-winners were selected and their schools received a tree planting, commemorative plaque, framed award certificate and ribbon. The department also participated in the “Beating the Recession Blues” event held at the Senior Center. Brochures containing water conservation tips and ways to minimize utility bills were distributed and advice was offered on reducing waste and resolving service issues. The department also has a passive recreation program where town residents and rate-payers can hike through a series of unspoiled trails located on watershed property. Annual permits are required, however they are free-of-charge and available in-person only at the administrative offices located at 125 Spring Street. The permit requirements are designed to help protect the Town’s ecologically sensitive reservoirs and drinking water supply. Another popular attraction provided by the Water Department is the Bottling Station. Here, citizens can get their fill of high quality water in their own jugs, bottles and containers year-round, free-of-charge. The station is located across the road from the right field fence 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. More information about the Town’s Water and Sewer Departments is available at www.townofmanchester.org/water or by calling (860) 647-3115.

Highlights/Accomplishments:

- Completed Level A Mapping to delineate aquifer boundaries
- Began second phase of a Sewer System Evaluation Study
- Completed final design of Water Treatment Plant Improvements
- Began preliminary design of Wastewater Facility Improvements
- Replaced water mains on Baldwin, Alberta, MacIntosh, Avery, Horace, Wetherell, Packard, Server, Litchfield, Avon, Bridge & Portland Streets
- Cleaned approximately 90 miles of sewer mains
- Responded to 104 calls related to sewer backups
- Performed televised inspection of approximately 8.5 miles of sewer main
- Tested almost 800 backflow prevention devices
- Inspected nearly 400 cross connections
- Performed over 40,000 in-house laboratory analyses
- Maintained full compliance with all regulatory agencies
- Installed generators at two well houses to provide emergency power
- Upgraded Field Services Division Garage Heating System
- In-house installation of 3,080 linear feet of water main at various locations
- Repaired 11 water main leaks
- Cleared 11 sewer main blockages
- Encased sanitary siphon line crossing Hop Brook & provided erosion control

Town of Manchester

Financial Statements

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, 2009

(thousands)	GENERAL FUND				FIRE DISTRICT FUND			
	Original Budget	Revised Budget	Actual	Variance Favorable (Unfavorable)	Original Budget	Revised Budget	Actual	Variance Favorable (Unfavorable)
Revenues:								
Property taxes, interest and lien fees	\$112,836	\$112,836	\$112,758	(\$78)	\$9,665	\$9,665	\$9,665	–
Intergovernmental revenue	37,331	37,338	37,405	67	212	212	207	(5)
Investment and interest income	1,174	1,174	647	(527)	74	74	35	(39)
Licenses, permits and fines	2,102	2,102	1,700	(402)	–	–	–	–
Charges for goods & services	1,748	1,937	2,137	200	480	480	697	217
Other	153	155	290	135	–	1	2	1
Total revenues	155,344	155,542	154,937	(605)	10,431	10,432	10,606	174
Expenditures:								
Current:								
General government	5,364	5,351	5,047	304	–	–	–	–
Public works	12,607	12,482	12,403	79	–	–	–	–
Public safety	16,888	16,894	16,574	320	10,961	10,926	10,722	204
Human services	3,297	3,297	3,086	211	–	–	–	–
Leisure services	5,367	5,368	5,129	239	–	–	–	–
Employee benefits	2,676	2,751	2,473	278	–	–	–	–
Other	256	238	146	92	–	–	–	–
Education	96,579	96,769	96,324	445	–	–	–	–
Internal service fund charges	3,288	4,738	4,738	–	501	501	501	–
Debt service	9,074	9,074	9,074	–	394	394	225	169
Capital outlay	–	–	–	–	37	73	75	(2)
Total expenditures	155,396	156,962	154,994	1,968	11,893	11,894	11,523	371
Excess (deficiency) of revenues over expenditures	(52)	(1,420)	(57)	1,363	(1,462)	(1,462)	(917)	545
Other financing sources (uses)								
Transfers in	1,396	1,396	1,406	10	1,662	1,662	1,662	–
Transfers out	(2,594)	(3,182)	(3,182)	–	(200)	(200)	(200)	–
Total other financing sources (uses)	(1,198)	(1,786)	(1,776)	10	1,462	1,462	1,462	–
Net change in fund balances	\$(1,250)	\$(3,206)	\$(1,833)	\$1,373	\$–	\$–	\$545	\$545
Fund balance, beginning of year			\$16,378				\$1,716	
Fund balance, end of year			\$14,545				\$2,261	

Comparative Balance Sheet

June 30, 2008 & 2009

(thousands)	2009	2008
ASSETS		
Cash and cash equivalents	\$864	\$11,539
Investments	12,826	11,591
Property taxes receivable, net	3,448	3,046
Accrued interest on taxes	1,029	905
Accounts receivable, net	115	9
Intergovernmental receivables	652	996
Due from component unit	55	62
Interfund receivables	7,000	746
Other assets	3	5
TOTAL	\$25,992	\$28,899

Liabilities & Fund Balance

Liabilities:	2009	2008
Accounts and other payables	\$3,136	\$2,701
Accrued liabilities	1,039	868
Intergovernmental payables	53	122
Deferred revenue	5,487	6,564
Total liabilities	\$9,715	\$10,255
Fund balance:		
Reserved for encumbrances	1,732	2,266
Reserved for amount due from component unit	55	62
Unreserved:		
Designated for specific projects	3,051	5,065
Designated for subsequent year's budget	1,076	1,385
Undesignated	10,363	9,866
Total fund balance	16,277	18,644
TOTAL	\$25,992	\$28,899

Town of Manchester

Department Directory

Department	Official	Phone	Location
Administrative Services	Dede Moore	860-647-3126	TH
Animal Control	Elease McConnell	860-645-5516	Thrall Rd.*
Assessor	John Rainaldi	860-647-3016	TH
Board of Directors	Louis Spadaccini	860-647-3130	TH
Budget	Julian Freund	860-647-3121	TH
Building	Daniel Loos	860-647-3052	LC
Cemetery	Chris Passera	860-647-3081	PW
Customer Service	Doreen Petrozza	860-647-5235	TH
Emergency Management	Robert Bycholski	860-647-3266	FD
Facilities Management	Christopher Till	860-647-3145	PW
Finance	Greg Simmons	860-647-3121	TH
Fire	Robert Bycholski	860-647-3266	FD
General Manager	Scott Shanley	860-647-3123	TH
General Services	Gerald Dupont	860-647-3031	LC
Health	Maryann Cherniak-Lexius	860-647-3173	WC
Highway	Kenneth Longo	860-647-3233	PW
Human Resources	Dede Moore	860-647-3126	TH
Human Services	Mary Roche Cronin	860-647-3092	WC
Information Systems	Jack McCoy	860-647-3072	LC
Library	Douglas McDonough	860-643-2471	MCL
Parks	Kenneth Longo	860-647-3244	PW
Planning & Economic Development	Mark Pellegrini	860-647-3044	LC
Police	Marc Montminy	860-645-5500	PD
Probate	Judge John Cooney	860-647-3227	PC
Public Schools	Kathleen Ouellette	860-647-3442	BOE
Public Works	Mark Carlino	860-647-3067	LC
Recreation	Scott Sprague	860-647-3084	RD
Registrar	Timothy Becker/Francis Maffe	860-647-3025	WC
Sanitation	Mark Carlino	860-647-3248	PW
Senior Center	Eileen Faust	860-647-3211	SC
Tax Collector	Beth Jacobs	860-647-3018	TH
Town Attorney	Ryan Barry	860-647-3132	TH
Town Clerk	Joseph Camposeo	860-647-3037	TH
Water & Sewer Department	Ed Soper	860-647-3115	WD
Youth Services	Erica Bromley	860-647-5213	YSB
Zoning Enforcement	Jim Davis	860-647-3057	LC

BOE = 45 N. School Street

FD = 75 Center Street

LC = Lincoln Center
494 Main Street

MCL = Mary Cheney Library
586 Main Street

PC = Probate Court

66 Center Street

PD = 239 East Middle Turnpike

PW = Field Services
321 Olcott Street

RD = Recreation Department
39 Lodge Drive

SC = Senior Center

549 East Middle Turnpike

TH = Town Hall

41 Center Street

WC = Weiss Center

479 Main Street

WD = Water Dept

125 Spring Street

WL = Whiton Memorial Library

100 North Main Street

YSB = Youth Service Bureau

63 Linden Street

*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.

Town of Manchester Fiscal Year 2008/2009 Annual Report Contributors: Town Departments, Editor: Barbara Wengrzynek, Finance Department, Designer: D'Aleo Design, Printer: Graphic Image

