



HUMAN SERVICES

Presentation March 18, 2015

HUMAN SERVICES

HUMAN SERVICES STAFF:

1 Human Services Director, 1 Assistant Director Human Services, 0.71 Human Services Case Manager, 1 Elderly Outreach Caseworker, 1 Senior Center Director, 1 Administrative Secretary

ADMINISTRATIVE RESPONSIBILITIES

- To research funding opportunities to increase level of services to residents without increasing cost to Town budget
- To coordinate with local organizations and state and federal agencies to assure programs offered are available to residents
- To disseminate information about programs and services to the community
- To provide emergency services / programs in accordance with Town's Operational Emergency Plans

2014 THS Career Day



ADMINISTRATIVE RESPONSIBILITIES (CONT.)

- To identify the needs of the community as they relate to Human Services functions, and research ways to address these needs
- To identify and prepare grant applications, administration and project coordination in compliance with State and Federal laws
- To serve as the Fair Housing Officer for the Town of Tolland (Human Services Director)
- To provide assistance to community projects as requested by Town Manager or Town Council (Human Services Director)

Individual, Child and Family Welfare

(INCLUDING ENTITLEMENT PROGRAMS)

Provide multi-systemic services and resources, enabling low-income residents and those in crisis situations to access a broad variety of needed services

- Assist low-income residents in identifying their eligibility for and submitting applications for a multitude of local, state and federal services that will help these residents to maintain a basic standard of living
- Assist residents/families who are facing a shelter crisis such as utility shut-off, loss of heat, eviction or foreclosure
- Coordinate Holiday Care and Share Program
- Referrals / Coordination of services in support of residents' welfare, and/or as required by law
- Provide oversight to Housing Rehabilitation Loan Program



2014 Care & Share

Mental Health Services

The Mental Health Services activity center reflects a coordinated effort of the Human Services Director, Assistant Director and Case Manager

- Provide crisis intervention, assessment, short-term confidential counseling, case management and referral services, as appropriate, for uninsured/underinsured Tolland youth/families/residents when symptoms/behaviors are causing significant distress or impairment in family, academic and/or social/occupational functioning, so that these residents can function safely within the community and enjoy a higher quality of life; includes providing counseling and supportive services as defined in the School-Community Emergency Response Plan
- Provide referral services, assessments, crisis intervention and case management within their specific areas of expertise; all are Mandated Child Abuse/Elder Abuse Reporters

Youth Services Prevention & Youth Development Programs

Plans, organizes, implements and evaluates Prevention, Child & Adolescent Development, Outreach programs for youth and families, and opportunities for youth to thrive and function as responsible members of the community.

- Tolland Youth Services Community Theater (TYSCT)



Coffee House *March 2015*



Wizard of Oz *July 2014*

Coming to Tolland this summer!



HONK! *July 2015*

- Collaborative Youth Development/Prevention Programs with Schools, Family Resource Center, Other Agencies and Organizations
 - April 2015- **DRUGS, ALCOHOL, TEENS & TRUTH** Community Panel Discussion; collaboration of Youth Services, THS Administration, School Resource Officer & LIST (Local Interagency Service Team)

Youth Services Prevention & Youth Development Programs (cont.)

➤ Collaborative Youth Development/Prevention Programs (cont.):

- **Juvenile Review Board (JRB)**- offers youth and their families an alternative to entering the Juvenile Justice System (non-felony offenses)
 - OPM/JJAC Grant funding (\$30,000- one year; potential follow-on funding)
 - JRB membership- School Administration (THS, TMS), Youth Services, School Resource Officer, DCF Court & Community Liaison, Juvenile Court Probation Supervisor & Juvenile Prosecutor, Community Service Agencies (KidSafe, Community Health Resources,)



- **VOICES**- collaboration of Youth Services, THS Administration & School Resource Officer to address global issues of concern to students;
 - To date- bullying, alcohol/substance use prevention, teen mental health
 - **Current focus- Drugs (Marijuana, Rx/OTC Drugs)**
 - OPM/JJAC Police & Youth Grant funding years 1-3 (\$10,000/year; no longer grant funded)
 - May 2014- THS/ Teen Motivational Speaker **JEFF YALDEN**
 - Community service project- '*Necessities Drive*'

Youth Services Prevention & Youth Development Programs (cont.)

- Collaborative Youth Development/Prevention Programs (cont.):
 - **Local Prevention Council (LPC)**- addresses substance abuse, addictions and other related issues affecting youth and the community
 - DMHAS/ERASE Grant funding (\$3,105 annually)
 - March 2015- **ANNUAL PAWS CONFERENCE** for middle/high school youth



Tolland
Student Substance Use and
Related Behaviors Survey Report 2014;
to be reviewed at March 30 Community Leadership Workshop

- College Field Experience Program (Internships)

Elderly Outreach / Case Management

The Elderly Outreach Caseworker assists residents 60 or older in accessing resources/services critical to sustaining basic health, welfare and safety needs.

- Assist residents in identifying their eligibility for and submitting applications for a variety of programs
- As a trained CHOICES counselor, provide information and assistance about Medicare and other related health insurance options
- Provide in-home assessment to identify the elder's unique needs and capabilities in an effort to enhance level of functioning and maximize independence
- Provide support to the individual and their families experiencing the loss of a loved one, loss of independence and/or health related problems. This support is also provided through home visitation, hospital and nursing home visits

Tolland Food Pantry

The Food Pantry relies on strong community support to ensure that all residents in need have enough to eat while preserving at all times the self-esteem and dignity of the individual.

- Provide access to nutritious non-perishable food items for residents who are on fixed incomes or have limited financial resources
- Solicit, collect, inspect, categorize and distribute donated non-perishable food items
- Recruit and train volunteers to assist with the Food Pantry
- Provide residents who are participating in the program with nutritional education and assessment for resources that may further benefit the resident



Tolland Food Pantry

BUDGET

	<u>\$ Change</u>
Human Services:	+\$13,775
Payroll – Contractual/non contractual salary increases	+\$ 9,976
Visiting Nurse & Community Care Budget decrease	(\$ 1,320)
Senior Center:	+\$10,456
Payroll – Contractual salary increases	+\$10,175
Agricultural & Custodial Anticipating the purchase of dishwasher detergent	+\$ 200

FUNCTION	ACTIVITY			PROGRAM				CODE
Community Services	Human Services			Human Services				320-00
Line Item Description	2011-2012 Actual	2012-2013 Actual	2013-2014 Actual	2014-2015 Adopted	2014-2015 Amended	2015-2016 Department Proposed	2015-2016 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	245,601	253,276	222,991	241,401	246,533	256,509	256,509	
Human Services Director								
Assistant Human Services Director								
Administrative Secretary								
Human Services Case Worker								
Elderly Outreach Worker								
COMMUNICATIONS	640	855	954	720	720	720	720	
DUES AND MEMBERSHIPS	1,086	1,103	715	788	713	752	752	
OTHER SERVICES AND FEES	12,227	2,226	2,500	2,000	2,120	2,000	2,000	
TRAINING AND DEVELOPMENT	150	190	385	370	370	370	370	
TRAVEL REIMBURSEMENT	688	611	770	644	644	667	667	
OFFICE SUPPLIES	763	885	945	945	900	945	945	
PROGRAM MATERIALS	1,144	884	1,046	800	800	800	800	
HOCKANUM VALLEY	46,324	48,508	55,853	55,853	55,853	55,853	55,853	
VISITING NURSES	8,319	8,320	8,320	8,320	8,320	8,320	7,000	
PAYROLL EXPENDITURES	246,241	254,131	223,945	241,401	246,533	256,509	256,509	
OPERATING EXPENDITURES	70,702	62,726	70,534	70,440	70,440	70,427	69,107	
TOTAL HUMAN SERVICES	316,943	316,858	294,479	311,841	316,973	326,936	325,616	4.42%

FUNCTION	ACTIVITY			PROGRAM			CODE	
Community Services	Human Services		Senior Center Services				310-00	
Line Item Description	2011-2012 Actual	2012-2013 Actual	2013-2014 Actual	2014-2015 Adopted	2014-2015 Amended	2015-2016 Department Proposed	2015-2016 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	39,598	40,383	40,113	40,113	48,977	50,287	50,287	
Senior Center Director								
DUES AND MEMBERSHIPS	85	105	95	85	85	95	95	
OTHER SERVICES AND FEES	1,853	1,583	1,824	1,920	1,920	1,992	1,992	
TRAINING AND DEVELOPMENT	0	15	15	100	100	100	100	
OFFICE SUPPLIES	354	349	340	350	350	350	350	
AGRICULTURAL AND CUSTODIAL	0	0	400	0	0	200	200	
SENIOR CITIZEN PROGRAMS	4,175	3,918	4,000	4,000	4,000	4,000	4,000	
PAYROLL EXPENDITURES	39,598	40,383	40,113	40,113	48,977	50,287	50,287	
OPERATING EXPENDITURES	6,467	5,970	6,674	6,455	6,455	6,737	6,737	
TOTAL SENIOR CENTER SERVICES	46,065	46,353	46,787	46,568	55,432	57,024	57,024	22.45%

Major Projects to be Completed by June 30, 2015

- Cross Farms Concession Facility – Close Out will occur early spring
- Geothermal Retrofit Hicks Building – Window replacement
- Library Expansion Grant – Project Bid – Mid April – Contractor Selected
- Parker School Elderly Housing – continue to act as staff liaison
- STEAP Application 2015 for Highway expansion, if funded complete required Assistance Agreements and other grant documentation

HUMAN SERVICES

ACCOMPLISHMENTS~PROGRAMS/SERVICES

- Responded to increased demand for fuel assistance, foreclosure prevention services and budget counseling
- Identified and made available resources and entitlement programs to assist in meeting the needs of residents
- Continued to provide crisis intervention, assessment, short-term counseling, case management and referral services, as appropriate, for uninsured/underinsured Tolland residents of all ages
- Coordinated with other community agencies & resources to respond to needs of residents in crisis
- Restructured Human Services staffing to better respond to residents' needs

HUMAN SERVICES

ACCOMPLISHMENTS~PROGRAMS/SERVICES

(cont.)

- Secured \$59,275 Grant funding in support of Youth Services Programming from various State and Federal agencies
- Produced Tolland Youth Services Community Theater summer musical performance of *“Shrek the Musical”* and 4 Coffee House performances
- Continued 4th year of VOICES program at THS, addressing significant youth issues as identified in Tolland Student Substance Use & Related Behaviors Survey Report
- Collaborated in writing Amendment to Resident State Trooper Contract defining Operational Guidelines for Tolland School Resource Officer Pilot Program
- Continued utilization of community volunteers and college interns to expand services to residents
- Secured Dial-A-Ride Matching Grant \$29,382

HUMAN SERVICES GOALS ~

PROGRAMS/SERVICES

- Continue to meet the demand for services from residents facing financial hardships and emotional crisis
- Identify and make available to residents all entitlement programs and resources that can provide relief
- Continue to provide crisis intervention, assessment, short-term counseling, case management and referral services, as appropriate, for uninsured/underinsured Tolland residents of all ages
- Continue to coordinate implementation strategies to address substance use issues identified in Tolland School Substance Use & Related Behaviors Survey; pursue opportunity to update survey in spring 2014
- Continue to develop opportunities for intergenerational participation in Human Services programming
- Continue utilization of volunteers and college interns to maintain services to residents and provide youth programming while working within budget restrictions

HUMAN SERVICES GOALS ~ GRANTS

- Pursue grants that will enhance the quality of life for the residents of Tolland
- Assist with construction administration of the expansion of the Library
- Provide assistance to the Access Agency Inc. to secure grant funding to construct additional senior housing
- Provide assistance to ESCO project with close out documents and ongoing M&V tracking
- Provide project oversight of the Small Cities Housing Rehabilitation Program
Income

SENIOR CENTER

Provides social, educational and recreational services and program activities designed to serve residents age 60 and older

ADMINISTRATIVE RESPONSIBILITIES

- Provide recreational, social and educational programs to senior residents
- Provide a monthly newsletter to detail upcoming services & events, identify benefit and educational programs, report on community news and other segments which are of interest to seniors and their families
- Secure additional funds to offset the operational cost of programs and purchase equipment which enhances the programs or comfort of the participants
- Serve as a community resource by providing information on aging, and providing resources and support to assist caregivers

SENIOR CENTER

ADMINISTRATIVE RESPONSIBILITIES (CONT)

- Provide compassionate support to individuals/families experiencing loss of a loved one, loss of independence and/or health-related problems

The Senior Center Director:

- Oversees Senior Center facility needs, including safety precautions
- Supervises opening of Senior Center during hot weather for use as a Cooling Center
- Manages the Senior Center Emergency Shelter as needed, and oversees volunteers who assist during emergencies; the Shelter may be open on a 24-hour basis, providing shelter, showers and food
- Recruits, trains and supervises volunteers



Intergenerational Program



Information Fair



Quilting Group



Senior Center Chefs



Exercise Program



Bird House Building



Painting Class



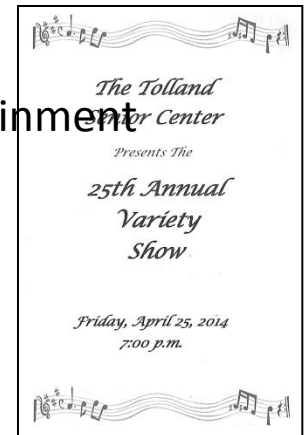
Tag Sale

SENIOR CENTER ~ACCOMPLISHMENTS

- The Center has recently dedicated a wall displaying art work by the Art Class. Each month features a different artist.



- Continued offering successful ongoing Senior Center programs
(e.g. Senior Chorus; twice-weekly nutritious lunches & monthly Birthday lunch; AARP Driving Class; craft, exercise and special interest classes and activities; senior trips, etc.)
- Offered both beginner and experienced computer labs to better meet need for residents of differing computer abilities
- Continued to offer health clinics/programs
(blood pressure/blood sugar clinics, life line screenings; Bloodmobile)
- Held Annual Senior Center Variety Show, offering intergenerational entertainment



SENIOR CENTER ~ GOALS

- Network with other Senior Centers to develop and offer programs that meet the needs and lifestyle of all seniors, including the 'Baby-Boomers'
- Continue to research, plan and design exercise programs to accommodate a wide range of physical abilities
- Expand collaborations with school system to increase intergenerational opportunities
- Expand programs to facilitate active learning; computer training classes, healthy aging, caregivers services
- Support the expansion of Library programs, including those that could be conducted at the Senior Center
- Implement biannual needs assessment survey
- Develop plan to maximize healthy food choices for weekly luncheons and special senior meal events
- Continue the "giving back" program, with Senior Center volunteers assisting with Town activities



Tolland Recreation Department
Presentation March 18, 2015

Recreation Statistics

	Actual 2013-2014	Estimated 2014-2015	Anticipated 2015-2016
Pre-School Program Participants	134	110	130
Youth Sports Participants	912	915	915
Youth Program Participants	946	920	920
Adult Sports Program Participants	440	455	450
Adult Education Program Participants	291	300	300
Trips & Special Events	2,000	1,822	1,840
Pavilion Events	75	90	90
Lodge Events	150	160	160

BUDGET

We continue to work towards the goal of being completely funded by non-tax revenue sources.

Recreation:	<u>\$ Change</u>
	+\$49,072

Increase due to utilities being budgeted in General Fund for Recreation Center.

Professional Services: \$4,000 for Celebrate Tolland Festival.

FUNCTION	ACTIVITY			PROGRAM				CODE
Community Services	Recreation and Adult Education			Recreation and Adult Education				500-00
Line Item Description	2011-2012	2012-2013	2013-2014	2014-2015	2014-2015	2015-2016	2015-2016	% Increase
	Actual	Actual	Actual	Adopted	Amended	Department Proposed	Manager Proposed	Over Adopted
REGULAR PAYROLL	118,492	120,870	81,239	80,928	77,938	77,000	77,000	
Recreation and Adult Education Director								
PROFESSIONAL SERVICES	0	0	3,955	4,000	4,000	4,000	4,000	
UTILITIES	0	0	0	0	0	53,000	53,000	
PAYROLL EXPENDITURES	118,492	120,870	81,239	80,928	77,938	77,000	77,000	
OPERATING EXPENDITURES	0	0	3,955	4,000	4,000	57,000	57,000	
TOTAL RECREATION AND ADULT EDUCATION	118,492	120,870	85,194	84,928	81,938	134,000	134,000	57.78%

Recreation Survey Results

Summary

- Excellent response indicative of a good cross section of the population needed 390 got 402 giving us a
- 1) Age 19-35 (39) Age 36-50 (170) Age 51-65 (110) Age 65+ (87)
- Best way to receive information about programs is
 - 1) Direct Emails
 - 2) Town Newsletter
 - 3) Tolland Patch
 - 4) Tolland website
- 82% felt they were sufficiently informed about recreation programs in Town
- Do you or your family participate in Tolland recreation activities?
 - 25% yes 75% no

Survey Results Continued

- Reasons why not?
47% not interested in what's offered. 41% too busy. other
- If you participated how would you rate your overall satisfaction.
- 39% said good. 23% said excellent 4% said fair 3 person said poor
- Do you currently participate in similar programs elsewhere?
- 22% said yes, 78% said no
- What types of programs would you be interested in?
- Nature passive 19% Nature active 27% Fine Arts 23%
- Enrichment programs 17% After school programs 15%
- Health & Fitness 32% Sports Programs 23%
- Family Activities 20% Educational programs 27%
- Guest Speakers 20% Special Events 28%

Major Projects to be Completed by June 30, 2015

- Start-up and Operation of Cross Farms Concession Stand
- Operation of All Weather Turf Field
- Improvements to Lodge
- Improvements to Recreation Center
- Improvements to Programs and Operating Systems
- Work on Trails and Pathways
- Work on Special Events and Fundraisers
- Continue working with Adams Adventure Group

Accomplishments

- Increased use of Recreation Center by for-profit and non-profit groups and families.
- Made changes to office operations to continue meeting the needs of residents.
- Increase Usage of Social Media.
- Increase in 2015/2016 Preschool registration
- Created new programming opportunities

Accomplishments

- Continued working with the Pathway Committee on maintaining and creating trails in town.
- Held various special events throughout the year including Celebrate Tolland, Town Hall Trick or Treat, Sundae in the Park, Letters to Santa and more.
- Met with other Towns to look at ways to share resources and improve services.
- Worked with local groups to develop more nature and fitness oriented programs.

Accomplishments

- Continued to make changes and improvements to programs and activities in order to keep costs low and make efficient use of limited resources.
- Expanded the Ed2go program to include more career oriented programs to provide residents with more learning opportunities.
- Added Lodge rental calendar to the Recreation Department's website to allow patrons to see what is available without calling the office.
- Have a semi professional football team renting the turf field this year as their home stadium
- Watershed Project Completed
- Compliments from Youth Sports Groups in regards to field conditions.

Department Needs

- Additional parking.
- Improvement to outside lighting.
- A floor cleaning machine/custodial needs for recreation center
- We need more assistance in the form of volunteers and funding for special events.
- Additional temporary staffing is needed.

Department Goals & Objectives

- Continue to look for ways to increase revenue from rental of new turf field, from the sale of advertising signs and other opportunities.
- Continue working on improvements to the Tolland Recreation Center to increase rental revenue and usage. (On-going)
- Develop and carry out plans for the operation of the new concession facility at Cross Farms.
- Use the survey results to work on increasing overall attendance in programs and activities and to improve operational efficiency.
- Continue to improve use of social media and other on-line applications to reach residents and improve level of service. (On-going)

Department Goals & Objectives

- Develop more programs to help fight obesity in children. (On-going)
- Work with local groups as well as the Senior Center and Library to develop more joint special events and fundraising ideas. (On-going)
- Continue to work on ways to increase the number of volunteers available to help with Recreation programs, activities and special events. (On-going)
- Plan for Lodge improvements





LIBRARY

Presentation March 18, 2015

RESPONSIBILITIES

LIBRARY – 1 Director, 5.97 Staff

Administration

This activity center is under the direction of a professional librarian, the Library Director. The Director is responsible for the management and provision of library services for the community in accordance with library policies, procedures, and practices.

Bibliographic Instruction (BI)

BI involves training users to use online databases, Public Access Computers (PACs), Microsoft products and the Internet. Training occurs on an as needed basis based on customer demand. This activity center is also responsible for maintenance and troubleshooting of the library's computers. This activity serves the needs of those enrolled in a formal program of education or who are pursuing their education through a program of home schooling. This activity addresses the need for skills related to finding, evaluating, and using information effectively.

RESPONSIBILITIES

Children's Programming

Children's Programming introduces Tolland's children to reading and social interaction. This activity encourages Tolland children to become life long learners and to perform other essential daily tasks. The need for people to meet and interact with others in the community is also addressed.

Circulation

The purpose of this activity center is to handle customer transactions in a manner that ensures patrons receive prompt and courteous service. This activity center is responsible for the charging and discharging of library materials in a variety of formats. In addition, Circulation handles patron registration, collects overdue fines, places holds, handles general questions at the desk and on the phone, takes care of faxing and registers program participants.

RESPONSIBILITIES

Networking

This activity involves attending workshops and conferences to keep up-to-date on changes in the library field. This activity also involves participation in several consortia to enhance programs and services offered by the library.

Outreach

Outreach involves visits to people in the community who cannot easily get to the library, such as the elderly, disabled, children in daycare and other group settings, and patrons with special needs. The goal is to bring library services to those with limited access.

Public Relations

This activity center is responsible for marketing and promoting the library's services to the residents of Tolland via various means such as brochures, the website, calendars, displays and informational packets for new residents.

RESPONSIBILITIES

Reader's Advisory

Reader's Advisory involves consultations with patrons on reading selections. This activity aids residents in satisfying their recreational reading desires and enriching their literary experiences.

Reference Services

The Reference Services Unit is responsible for the timely and accurate response to users' questions using print, online research databases, and the Internet. This unit is not engaged in general questions, but more research oriented issues. This activity meets the needs of Tolland residents for information and answers inquiries on a broad array of topics related to work, school, and personal life. The unit satisfies the need to assist patrons in making informed consumer choices and to help residents become more self-sufficient.

RESPONSIBILITIES

Serials

The Serials Unit is responsible for the acquisition of materials that are obtained in successive parts and include magazines, journals, newspapers, and annuals.

Technical Services

The Technical Services Unit is responsible for ensuring the timely acquisition, cataloging, processing, and maintenance of the Library's collections, both print and media.



Take Your Child to the Library

Tracey Ellert and Slime Time



Budget

Library Services:	<u>\$ Change</u>
	+\$22,383

Regular Payroll – Increased by \$21,901 for contractual salary increases

Books and subscriptions – Increased by \$350

Other Services and Fees – Increase in Bibliomation fees by \$143

Professional Services – Anonymous donation of \$325 continued

FUNCTION	ACTIVITY		PROGRAM					CODE
Community Services	Library Services		Library Services					400-00
Line Item Description	2011-2012	2012-2013	2013-2014	2014-2015	2014-2015	2015-2016	2015-2016	% Increase
	Actual	Actual	Actual	Adopted	Amended	Department	Manager	Over
						Proposed	Proposed	Adopted
REGULAR PAYROLL	298,036	311,193	313,419	313,277	329,352	335,178	335,178	
Library Services Director								
Reference Librarian								
Children's Librarian								
Library Technical Assistant								
Library Circulation Assistant (4)								
PROFESSIONAL SERVICES	325	325	0	0	0	0	0	
SERVICE CONTRACTS	168	190	168	95	95	84	84	
DUES AND MEMBERSHIPS	560	560	610	560	560	560	560	
OTHER SERVICES AND FEES	30,668	30,055	29,153	28,605	28,605	28,748	28,748	
TRAINING AND DEVELOPMENT	275	410	670	585	585	585	585	
OFFICE SUPPLIES	2,982	3,056	2,746	3,000	3,000	3,000	3,000	
PROGRAM MATERIALS	1,519	1,696	1,495	1,500	1,500	1,500	1,500	
BOOKS AND SUBSCRIPTIONS	44,800	35,066	36,894	36,650	36,650	37,000	37,000	
PAYROLL EXPENDITURES	298,036	311,193	313,419	313,277	329,352	335,178	335,178	
OPERATING EXPENDITURES	81,297	71,357	71,736	70,995	70,995	71,477	71,477	
TOTAL LIBRARY SERVICES	379,332	382,550	385,155	384,272	400,347	406,655	406,655	5.82%

Friends of the Tolland Public Library Support

- Museum Passes
- Event Keeper – online calendar of library events
- Wowbrary – online notification of new library items
- Book Page – monthly newsletter devoted to books and reading
- Program funding

Tolland Public Library Foundation Support

- Databases – Ancestry.com, Auto Repair Reference Center, JobNOW, TumbleBooks, and Flipster
- Eaton-Dimock-King Author series
- Year of the Young Adult initiative – programs and materials for patrons from 12 years of age through high school which included How to Pay for College, Poetry Slam, and a book discussion on The Giver
- Purchased six Public Access Computers and associated software
- Purchased Nutmeg books

Accomplishments

- Assisted the Director of Human Services in writing a STEAP (Small Town Economic Assistance Program) grant.
- Was awarded \$500,000 for the STEAP grant from the State of Connecticut.
- Assisted the Director of Human Services with preparation of the RFQ/RFP for Architectural Services for the library Expansion
- Participated on the RFQ/RFP Architect Selection Committee.
- Participated on the Design Selection Committee for the library expansion.
- Continued to work with the Tolland Public Library Foundation on the Year of the Young Adult program series
- Worked with the Tolland Public Library Foundation on the Eaton/Dimock/ King Author Series

Accomplishments

- Worked with the Foundation to purchase and install six computers for patron use.
- Worked with the Foundation to update all Bibliomation computers from Windows XP to Windows 7.
- Worked with the Foundation to update the Office Suite on all Bibliomation computers.
- Worked with the Friends to obtain Book Page, Wowbrary, and Event Keeper.
- Collaborated with the Friends of Tolland Public Library to obtain new museum passes
- Worked with the Friends on Friends-sponsored programs

Accomplishments

- Participated in Celebrate Tolland, issuing new library cards and information packets of programs and services offered by the library.
- Expanded adult program offerings.
- Initiated a monthly Cook Book Club.
- Worked with the Tolland Public Library Advisory Board to revise the Bulleting Board policy.
- Instituted bimonthly Staff meetings.
- Participated in the Connecticut Library Association (CLA) Annual Conference.

Accomplishments

- Increased number of library visits, number of programs and number of reference questions.
- De-selection and consolidation of the print reference collection.
- Continued collaboration with the Tolland Family Resource Center to provide a story time/play group for families.
- Member of the State of Connecticut Library Space Needs Task Force which revised the Space Needs document.

Goals and Objectives

- Work with the Town Manager, Director of Human Services, and the architectural firm Drummey Rosane Anderson, Inc., to expand the library into the adjacent gymnasium
- Continue to apply for grants from organizations such as Hartford Foundation for Public Giving to offset the cost of the library expansion
- Continue to work with Senior Center staff to implement library related programming at the Senior Center
- Continue development of Library Technology Plan as one part of a long-range plan for library services
- Continue to work with The Friends of the Tolland Public Library to enhance library services

Goals and Objectives

- Work with the Tolland Public Library Foundation to offer enhanced services with funding from the Phoebe King and Elizabeth King Eaton Endowment
- Continue to use volunteers for special projects and to encourage their participation in Friends of the Tolland Public Library efforts
- Monitor efficiency and pricing of the Library's present Integrated Library System provider and of the competition
- Continue to work with staff to more efficiently run operations
(Town Council Goal – Expand the review of operational policies for increased revenue potentials and/or operational cost savings (i.e. the renting of Town facilities, schools, ball fields, parks to private groups, etc.)

Goals and Objectives

- Continue to update the Library's policies and procedures.
- Increase and enhance library publicity.
- Tailor program offerings to Tolland citizen's needs.
- Work with the Tolland 300th Celebration Committee.

Statistics

- Total number of registered borrowers: 6,167
- Library circulation totaled: 122,365 transactions
- Number of programs: 224
- Number of attendees at library programs: 4,355
- Library visits: 77,630
- Number of reference questions: 12,085

Needs

- Expansion of the library into the gym which would result in a larger program room, small study spaces, small group meeting rooms, and more room for the collection.
- Introduction of patron self-service checkout using RFID (Radio-Frequency Identification). This technology is being used not only for patron privacy and efficiency but it also enables libraries to manage their inventory and reduce loss.
- Replace aging computers, printers, operating systems, and software.
- Addition of a part-time employee to plan and run Young Adult programs. The Children's Librarian is currently running two service areas and conducting about two hundred programs each year.



LAW ENFORCEMENT

Presentation March 18, 2015

RESPONSIBILITIES

LAW ENFORCEMENT – 1 Sergeant, 4 Troopers, and 1 Part-Time Secretary

Tolland's Law Enforcement Division is tasked with the protection of life and property and to enforce State Laws and Town Ordinances. Resident Troopers constitute the Police Force. The Resident Trooper's Office is augmented by the entire State Police Department and its specialists. These include the Major Crime Squad, Emergency Services Unit (Tactical Team, Negotiators, Bomb Squad, Canine Division, Dive Squad, Aviation and Marine), Forensic Laboratory, State Fire Marshal's Office, Narcotics Task Force, Traffic Division, Bureau of Criminal Intelligence (Organized Crime and Gangs, Auto Theft, Firearms Task Force), and other resources, including the Office of Homeland Security and the Fugitive Task Force. It is noted that Tolland currently has a unique, successful pilot School Resource Officer Program in place.

Budget

Law Enforcement:
Major Adjustments

\$Change
(\$114,528)

Professional Services

- Decrease in Resident Trooper's salaries from \$658,000 to \$537,200, a decrease of \$120,800. This decrease is primarily due to the cost-share of one Resident Trooper with the Board of Education (80% BOE and 20% Town). This was the result of a collaborative effort between the Town, the BOE and the Resident Trooper Program in order to address the broadening need for police services within the schools and to offset a 2% arbitrated salary increase, a step increase for a junior trooper as well as an anticipated 6% fringe benefit increase.
- Decrease in part-time Secretary salary from \$28,610 to \$24,323, a decrease of \$4,287. The decrease is due to lower salary of a newly hired secretary.

Budget

Communications

- The communications line item was increased from \$19,123 to \$22,723, an increase of \$3,600. This is due to a per capita increase for 911 dispatching, the addition of “Public Eye,” increasing Everbridge fees as well as an additional \$100 per month for the SRO cell phone service (24 hour on-call status).

Service Contracts

- This line item was increased from \$300 to \$1200, an increase of \$900 in order to cover costs associated with the maintenance and copy fees of an all in one printer, copier, scanner and fax machine in the Resident Trooper office to replace a broken copier and older fax machine/printer.

Office Supplies

- This line item was decreased from \$1200 to \$600, a decrease of \$600. The decrease is based on unnecessary toner and ink costs that are now supplied under the service contract.

Program Materials

- This line item was increased from \$500 to \$700, an increase of \$200 based upon the increasing request for Resident Trooper presentations and cost of associated program materials.

Explorer Post

- This line item was increased from \$500 to \$700, an increase of \$200. The increase is based on the uniform costs of an expanding program. This program was underfunded in the FY 14/15 budget.

FUNCTION	ACTIVITY		PROGRAM			CODE	
Public Safety Services	Law Enforcement		Law Enforcement			760-00	
Line Item Description	2011-2012 Actual	2012-2013 Actual	2013-2014 Actual	2014-2015 Adopted	2014-2015 Amended	2015-2016 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	27,165	27,760	17,463	22,451	22,451	24,323	
Administrative Secretary							
OVERTIME	10,000	10,000	4,501	28,500	28,500	28,500	
PROFESSIONAL SERVICES	550,077	542,328	576,524	658,000	658,000	537,200	
COMMUNICATIONS	17,172	17,801	16,891	19,123	19,123	22,723	
SERVICE CONTRACTS	63	51	84	300	300	1,300	
PRINTING	0	0	0	250	250	250	
TRAINING AND DEVELOPMENT	0	0	380	500	500	500	
OFFICE SUPPLIES	513	1,007	1,216	1,200	1,200	600	
MINOR TOOLS	4,738	868	745	1,725	1,725	1,725	
REPAIRS	0	0	0	200	200	200	
PROGRAM MATERIALS	500	425	414	500	500	700	
BOOKS AND SUBSCRIPTIONS	77	107	83	150	150	150	
OTHER EQUIPMENT	84	2,590	0	100	100	100	
EXPLORER POST (POLICE AND FIRE)	1,352	389	698	500	500	700	
PAYROLL EXPENDITURES	37,165	37,760	21,964	50,951	50,951	52,823	
OPERATING EXPENDITURES	574,576	565,564	597,035	682,548	682,548	566,148	
TOTAL LAW ENFORCEMENT	611,741	603,324	619,000	733,499	733,499	618,971	-15.61%

Accomplishments

- **Awarded a \$46,600 grant for DWI enforcement.**
- **Awarded a \$17,500 grant for speed enforcement, \$4000.00 of which was used to purchase updated RADAR speed enforcement devices specifically designed for rural-road use.**
- **Conducted community policing efforts through participation in programs such as Safety Town, Bicycle Safety, annual Toy Drive, Road Races, the DEA Drug Take-Back Initiative, the “Stuff-A-Cruiser” Necessities Drive, Career Day, used cell phone collection (to benefit the Domestic Violence Shelter) and the 24 hour Relay for Life.**
- **The Tolland Police Explorer Post, supervised by Troopers McCarthy and Merrill, continues to provide invaluable service to the Town for special events such as the Cider Mill Road Race, the annual Toy Drive on the Tolland Green and the Festival of Lights Parade while fostering an interest in Law Enforcement as a career choice for our young men and women.**
- **Worked with the Traffic Authority, Town DPW and area residents to implement a reduction of speed limit and addition of cautionary signage at the sight of a fatal accident on Buff Cap Rd.**
- **Worked with the Traffic Authority and Town DPW to implement a proactive reduction of speed limit and addition of cautionary signage on Sugar Hill Road. (Ongoing)**
- **In light of the RHAM High School tragedy, proactively worked with the Board of Education, Public Safety, Town DPW and the bus company to review and revise traffic and pedestrian safety procedures within public vehicular areas at all four Tolland schools. Changes/additions to signage, parking and pick-up area designations, curb line changes and crosswalks have been (and are continuously being) implemented.**
- **Revised and updated all Tolland bank plans to provide the most up-to-date contacts and procedures for emergency situations.**
- **The pilot School Resource Officer Program provides a safe learning environment in the schools by fostering a positive relationship with students, assists in developing/implementing strategies to resolve problems and has been an absolutely invaluable resource to school staff.**

**TOLLAND SCHOOL RESOURCE OFFICER
PROGRAM**

SUMMARY OF FIRST SEMESTER

08/27/2014-01/14/2015

Statistical Analysis

	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Calls for Police Service	77	38		
Investigations	1	7		
Days Worked (at schools)	36	39		
Days Worked (patrol)	1	1		
Days Worked (training)	1	3		
<i>SRO Involvement</i>	286	236		
Birch Grove	54	24		
TIS	32	33		
TMS	42	25		
THS	136	97		
Misc. Involvement (DPW, FD, etc.)	22	57		
Average School Involvement Per Day	8	6		
<i>Referrals to Other Agency</i>	2	11		
DCF	1	3		
Juvenile Review Board	---	---		
Juvenile Court	0	1		
Mental Health Services	1	4		
Dept. of Motor Vehicles	0	3		
Adult Criminal Court	0	0		

1st Quarter total students referred to SRO with school discipline imposed: 36

2nd Quarter total students referred to SRO with school discipline imposed: 12

Total students referred to SRO with school discipline imposed: 48

1st Quarter total students referred to SRO without school discipline imposed: 21

2nd Quarter total students referred to SRO without school discipline imposed: 31

Total students referred to SRO without school discipline imposed: 52

Numbers and Types of Educational Classes and Prevention Programs Conducted by the SRO and/or Classes/Programs in which the SRO Participated:

1st Quarter

- Criminology Classes: 2
- Health Classes (Drugs and Alcohol): 4
- Student Advisory Presentation (Sex Assault, Texting, Inappropriate Touching): 1
- Student Advisory Presentation (History of CSP, SRO Position, Tolland RT Position & Explorers): 1
- Class Presentation (Safe Teen Driving, Overview of New MV Laws Relevant to Teens): 2

2nd Quarter

- Criminology Classes (Search and Seizure and Miranda): 3
- Health Classes (Drugs and Alcohol): 0
- Introduction to the SRO Program (“Meet and Greet” for 3rd, 4th, and 5th grade): 20
- Student Advisory Presentation (Sex Assault, Texting, Inappropriate Touching): 0
- Student Advisory Presentation (History of CSP, SRO Position, Tolland RT Position & Explorers): 0
- Class Presentation (Safe Teen Driving, Overview of New MV Laws Relevant to Teens): 0
- VOICES Youth and Police Meetings: 1

Major Accomplishments:

- Developed rapport and procured mental health services for an 11 year-old male who refused to leave his house or attend school (a problem that began last school year 13-14). Child now regularly attends school and meets with the SRO periodically to monitor progress and mentor child. (Recently held a pizza party to reinforce his positive progress.)
- Rectified parking safety issues at Birch Grove, TIS and TMS by working with the DPW Director, Public Safety Director and school staff. Addressed engineering, layout and signage to improve safety and flow of traffic in parking lots. (The Tolland Intermediate School and Tolland Middle School parking lot safety improvements have been completed. Tolland High School and Birch Grove Primary School safety improvements cannot be further addressed until summer break when engineering improvements can be made (unobstructed by traffic)).
- Monitors, addresses and continuously supervises school security lapses by staff. Ongoing education of staff regarding open/unsecured classroom doors.
- Worked with staff and athletic director to develop a safety SOP concerning nighttime football and soccer games at THS.
- Developed rapport and continuously fosters relationships with multiple students, including those considered problematic, who regularly meet with the SRO to discuss behavior and concerns as well as provide information regarding illegal activity both on and off school grounds.

- Developed rapport with a teenaged male student who has had consistent disciplinary issues at school and was repeatedly insubordinate towards school staff. Met with student, staff and family. The SRO offered to mentor student. As a result, discipline issues have significantly decreased.
- School Emergency Contact information for all four school plans were updated.
- Addressed numerous complaints regarding student residency concerns from the BOE and administrators. (On-going due to continued complaints.)
- The Tolland Juvenile Review Board Committee has been meeting regularly in order to establish a JRB in coordination with Tolland Human Services and “Right Response” criteria. The SRO has been in close contact/gleaning information and policies from the community of Killingly, CT, who has a successful JRB in place.
- Participated in multiple “Secure Building” and “Lock-Down” drills with faculty, students and Tolland Public Safety.
- Participated in multiple fire drills with faculty, students and Tolland Public Safety.
- As a result of an active complaint and subsequent investigation, the SRO worked with the Superintendent’s Office and school administration to remove a volunteer due to safety concerns.

Student Mentoring (Role Modeling/Informal Counseling):

- One 17 year old who no longer is having discipline issues at school: SRO meets with him at least once a week to discuss problems or concerns. The SRO maintains an open door policy with the student, who periodically visits with the SRO on his own time to discuss matters. The SRO maintains occasional contact with the student's mother and the Asst. Principal regarding the student.
- One 14 year old who no longer is having discipline issues: The SRO meets with him at least once a week to discuss problems and acceptable social behavior with staff, other students and the SRO. This student regularly visits the SRO of his own accord to stay in contact.
- One 11 year old that the SRO contacts monthly, while maintaining close contact with school staff who regularly oversee the child.

Ongoing Projects:

- Awaiting summer vacation for DPW staff to conduct parking lot engineering changes to further address parking and pedestrian safety at THS and BGP parent pick-up area.
- Working with the DPW and Public Safety Director to implement assigned parking for all school faculty members.
- Working with the Director of Public Safety to enhance school safety plans and implement facility upgrades.
- Working with administrators to address narcotics concerns.
- Working with the Public Safety Director and Superintendent to establish key control and key FOBS for security purposes.
- Ensuring that all concerns brought forth during regularly scheduled school safety meetings are addressed insofar as funding will allow.
- Working with the DPW and Public Safety Directors as well as school administration to relocate the bus company parking area to a secure facility within town.
- Working with the DPW and Public Safety Directors to establish a secondary command post location at Cross Farms.
- Establishing a mock DUI involved crash with student participation (prior to senior prom).
- Attempt to establish a D.A.R.E. Program for the upcoming school year.

Problematic issues or concerns that need to be addressed in the upcoming semester:

- Mediate with different agencies within the town to develop a “Team” strategy in order to work more efficiently towards common goals with less “friction.”
- All old alarm codes to be cleared and changed.
- Working with Superintendent’s Office on key control policy for all four schools.
- Who is to be issued key FOBS?
- Security concerns regarding the proposed move of the BOE to THS.

Are we adhering to the “Right Response” Model?

1st Quarter:

- During the first quarter, no students were referred to court. Some issues addressed by school staff have in fact arose to the level of SRO involvement and were borderline criminal in nature. Most issues were handled by school administrators *with* involvement of the SRO utilizing the “Right Response Model.” This has amounted to more of an intervention, negating the need for arrest or referral to juvenile court.

2nd Quarter:

- During the second quarter, one student was referred to juvenile court regarding a narcotics incident which took place on school grounds during school hours. This type of violation is considered “Zero Tolerance” under BOE policy, and the SRO involvement was invoked by school staff. The aforementioned narcotics violation afforded minimal SRO discretion.

Goals

- **Submit a grant application for continued DWI Enforcement.**
- **Submit a grant application for continued Rural Road Speed Enforcement.**
- **Continue working with the Traffic Authority and the Town DPW to proactively identify high risk roads and implement speed limit reductions, increase traffic signage and public awareness, and if necessary, consider reengineering of certain roadways with the goal of reducing accident frequency and severity in Tolland.**
- **Continue to increase the technical and tactical proficiency of the Tolland Resident Troopers through training and supervision so that their competency and solve rates remain among the highest at Troop-C.**
- **Establish an annual mock DUI crash scenario prior to senior prom as a tangible learning tool to educate students of the dangers of impaired driving.**
- **Work with the Human Services Department and the Board of Education to establish a Juvenile Review Board as another option through which minor juvenile offenses may be handled other than the juvenile justice system.**
- **Continue working with Tolland Public Safety to create or improve, implement and drill safety plans for town buildings including (but not limited to) schools.**
- **Increase learning opportunities for the Police Explorer Program through expanded involvement in community projects and events.**

Future Department Needs

- Continuation of Speed and DWI Enforcement initiatives.
- Purchase Portable Illuminated Speed Signs to post in high collision areas
- Make the Tolland School Resource Officer position a permanent part of the Tolland Resident Trooper Program, while adding a 5th Resident Trooper position to augment patrol in town.
- Complete (minor) building repair to the existing Tolland Resident Trooper Office.

Revenue

- During FY 2013/2014 the Town received a total of \$8,750 in revenue through the form of pistol permits and an additional \$13,695 through infractions / tickets that were issued in the Town of Tolland. The total amount of revenue collected was \$22,445.00.

TOTAL CALLS FOR SERVICE: 17,496		July 01, 2013 through June 30, 2014 FY13/14			
<u>CRIMINAL INVESTIGATIONS</u>		<u>ACCIDENT INVESTIGATIONS</u>		<u>MISCELLANEOUS SERVICES</u>	
Fraud	1	Accidents	208	Resident Troopers Duties	3317
Murder	0	Accidents with Injuries	42	Alarm Responses	469
Forcible Rape	0	Other Accidents, Car vs. Deer (No Report)	84	Suspicious Vehicle, Persons, Incidents	1611
Robbery	0	Pedestrian in Accidents	0	Trespassing Complaints	2
Assault	0	Fatal Accidents, resulting in one death	1	Lost & Found Property	0
Burglary	32	Accidents, DWI	7	Juvenile Problems	0
Larceny	56	TOTAL	342	Animal Problems	0
Motor Vehicle Theft	0			Missing Person / Then located	5
Arson	0			Assist Motorists Other Roads	0
Forgery	0			Assist Motorists Parking Lots	0
Identity Theft	0	<u>MOTOR VEHICLE ENFORCEMENT</u>		Assist with Traffic Hazards	917
Vandalism / Criminal Mischief	22			Remove Traffic Hazards	72
Weapons Violations / Compliance	17	Summons	3916	Vehicle Fires	3
Prostitution	0	Warnings	1063	Abandoned Vehicles	49
Sex Offenses	4	TOTAL CONTACTS MADE	4979	Disturbance Calls (No Report)	35
Narcotics / Possession	32			Domestic Disputes	36
Family & Children Offenses	0			Assist Fire Department	7
Driving Intoxicated	55			Assist Ambulance	33
Liquor Laws	1			Vehicle Repossessions	7
Disturbance Calls (Report)	18			Use of Force	10
All other Offenses (Except Traffic)	3 0			Fingerprint Applicants	361
Curfew & Loitering	0			HCP Inspections	0
Run Aways (Under Age 18)	0			ESU Bomb	3
Non-Criminal	0			EOC	0
Sex Offender Registration	1			Patrol Checks	3954
Prawn Warrants / Warrants	55			K9 Tracks	55
Medical Assists / EC	89			Assist Citizens	678
Untimely Death	6			Assist Other Agency	181
Fugitive from Justice	0			OSHA Reports	18
TOTAL	392	TOTAL CALLS FOR SERVICE: 17,496		TOTAL	11783

Police Services

- FY14-15 budget for Police Services - \$658,000
- FY15-16 budget for Police Services at 100% cost - \$921,000
- Current compliment of Resident Troopers
 - 1 Sergeant
 - 3 Resident Troopers
 - 1 Resident Trooper 20% of the time
 - 1 School Resource Officer 80% of the time

- Troopers work a 5-day on, 3-day off schedule.
- Currently for evening hours we have only one person assigned and during days off (3 days per week), coverage is through Troop C.
- With 3 Resident Troopers, no Sergeant, no School Resource Officer, one Trooper would most likely work days (Mon – Fri) as an admin Trooper. He would assume some of the duties of the Sergeant and would not be assigned to regular patrol. This will leave three day shifts and three evening shifts per week not covered by dedicated patrol.
- A Trooper is scheduled to work in Tolland 228.125 days per year.
- On average Resident Troopers are not available for service in Tolland for 88.13 days per year or 38.6% of their assigned time.
- Time off includes leave days, training days and special assignments.

- Cost for a Trooper includes base salary, overtime, meal allowance, longevity payments which for an average Trooper equals \$93,000
- Fringe benefit rate for a Trooper is charged by the State at a rate of 93.85% of salary which equals on average \$87,300 per Trooper
- Average total cost for a Trooper is \$190,800
- A Trooper responds to on average 695 calls per year.

- Calls include proactive vehicle enforcement, business checks, patrol checks, suspicious persons/vehicle inquiries and those calls directed to the Trooper's Office through Dispatch and other sources.
- Average calls for service per day per Trooper are 4.12.
- Average number of infractions/tickets per year per Trooper is 232 or 1.37 per day per Trooper.
- Average number of warnings per Trooper per year is 39.75 or .24 per Trooper per day.

- Most recent offense and arrest data compiled by the State of Connecticut shows the following:

<u>Offense</u>	<u># of Offenses</u>	<u>Value Lost</u>
Murder	0	
Rape	0	
Robbery	0	
Aggravated Assault	4	
Burglary	23	\$69,590
Larceny	40	17,162
Motor Vehicle Theft	1	4,000
Arson	<u>0</u>	<u> </u>
	68 Total	\$90,752 Total
	Offenses	Losses

- In comparison for the same time period Coventry had 156 offenses with losses of \$159,796; Mansfield had 229 offenses with losses of \$315,721 and Ellington had 70 offenses with losses of \$647,275.
- For cost comparison, Coventry spends \$1.6 million for 15 officers and 1 seasonal Marine officer; Ellington spends \$1 million for 5 Resident Troopers, 13 Part-Time Constables and 3 seasonal Marine officers; and Mansfield spends \$1.3 million for 10 Resident Troopers and 1 Part-Time Officer.

- In 2012 Mansfield commissioned a study to look at options for Police Service. The 4 models studied that would relate to us are:
 - a stand alone department,
 - a Resident Trooper Program,
 - contracting with a local department, and
 - a hybrid model

Study Results

- Stand Alone Department:
 - Target staffing for shifts is a minimum of two.
 - To ensure coverage on all shifts, you need a minimum of 4 assigned to each shift.
 - Cost for staff is between \$1.3-\$1.5 million.
 - Operating costs are estimated at \$200,000.
 - Estimated cost for Dispatch & Communications is \$468,000.
 - Start up costs for a facility, vehicles, uniform, weapons, etc. is \$5 million.

This does not take into consideration insurance costs, recruiting costs, rank structure and investigation capacity.

Study Results (cont.)

- State Police Model:
 - Town delegates to State Police the authority to supervise and direct the Law Enforcement operations including the supervision of any appointed Constables and Part-Time Patrol Officers.
- Contract with another Town:
 - Estimated cost is \$1.65 million with \$100,000 start up cost.
- Hybrid Model:
 - One Resident Trooper Sergeant and Town Constables/Police Officers.

Study Results (cont.)

I am estimating \$200,000 for the Sergeant & \$100,000 per Town Officer. There would be annual operating expenses at approximately \$100,000 per year for vehicles, gas, equipment, insurance, training, etc. Further discussion would be required regarding the relationship between the Town and State Police in this model. Start up costs would include equipment, vehicles and facility.



PUBLIC SAFETY

Presentation March 18, 2015

RESPONSIBILITIES

PUBLIC SAFETY – 1 Director of Public Safety, 10.29 Staff

Ambulance Services

To provide the necessary staff, equipment and apparatus to respond and mitigate all medical related incidents in the Town of Tolland affecting all residents, businesses and travelers.

Animal Control Services

To provide the residents of Town with an acceptable level of service that can be achieved through the limited personnel and limited hours of coverage budgeted for the Part-Time Animal Control department.

Emergency Preparedness

To provide the residents, businesses and schools of Tolland with extensive pre-planning, written emergency plans and to provide direction and control during a time of crisis.

RESPONSIBILITIES

Fire Marshal

To provide the residents of Town with the best service that can be achieved through the limited hours of coverage budgeted for the part-time Fire Marshal. Currently this part-time position is capable of completing approximately 30-40% of required inspections. Other duties include ensuring that fire codes are adhered to through proper code enforcement, complete pre-construction fire code plan reviews with the exception of single-family dwellings, reviewing contractor's blasting plans, verifying proper licenses and insurances are up-to-date and issuing blasting permits for contractors. In addition, the Fire Marshal must promptly investigate all fires in Town.

Fire-Rescue Services

To provide the necessary staff with the required training, equipment and apparatus to respond and mitigate all emergency and routine incidents that occur within the Town of Tolland, affecting all residents, businesses and travelers.

Water Supply

To manage the contract between the Town of Tolland and Connecticut Water for fire hydrants on the western side of Tolland.

BUDGET

Fire/Public Safety:

\$ Change
+\$99,370

Increase is due to combination of funding full-time Deputy Fire Marshal (\$32,558) along with other non-union and contractual salary increases, communications and equipment parts.

FUNCTION	ACTIVITY		PROGRAM					CODE
Public Safety Services								760-00
Line Item Description	2011-2012	2012-2013	2013-2014	2014-2015	2014-2015	2015-2016	2015-2016	% Increase
	Actual	Actual	Actual	Adopted	Amended	Department	Manager	Over
						Proposed	Proposed	Adopted
WATER SUPPLY	75,847	75,470	78,022	78,498	78,498	80,466	82,278	
AMBULANCE SERVICES	253,838	265,690	283,226	323,484	331,862	357,388	345,900	
ANIMAL CONTROL SERVICES	39,790	38,589	40,797	52,728	52,728	61,191	53,501	
EMERGENCY PREPAREDNESS	12,012	11,400	12,612	12,663	12,663	13,689	13,689	
FIRE PREVENTION	28,351	49,878	48,364	48,153	53,153	96,721	83,454	
FIRE SUPPRESSION	512,517	540,524	557,206	588,818	583,818	681,319	622,892	
COMMUNITY EMERGENCY RESPONSE TEAM	0	0	0	0	0	0	2,000	
OPERATING EXPENDITURES	922,355	981,551	1,020,227	1,104,344	1,112,722	1,290,774	1,203,714	
TOTAL PUBLIC SAFETY	922,355	981,551	1,020,227	1,104,344	1,112,722	1,290,774	1,203,714	9.00%

Personnel Changes

- Several new Emergency Medical Technicians and Fire Fighters have joined the ranks of the Volunteer Department bringing the membership up to just over 50 members
- After approximately 20 years of service to the Tolland Fire Department and to the Town of Tolland Joe Duval Sr. left the ranks of Public Safety Officer. Over the years he taught many primary school children about fire safety and was affectionately known to them as “Fire Fighter Joe”. He was one of the Explorer Post advisors for many years. His replacement will be starting in March 2015.
- Another loss for the Town, part-time Fire Marshal Richard Munichiello retired after more than 27 years of service and volunteer Deputy Chief James Toomey retired from the Fire Department after more than 40 years of service.
- Robert DaBica was hired to fill the part-time position that Richard Munichiello held in the Fire Marshal’s office. Rob comes to Tolland offering a broad range of skills and a wealth of knowledge.



Water Supply



Program Objectives and Goals FY 2016:

- One additional increase in units anticipated for FY2016

Program Accomplishments FY 2015:

- Maintained current system



Ambulance Service



Program Objectives and Goals FY 2016:

- Train in Mass casualty using the new kits and triage set-ups
- Enhance recruitment for volunteer Emergency Medical personnel to address rise in medical calls
- Continue to evaluate new EMS products that may improve delivery of patient care and safety and efficiency of personnel
- Train and implement new programs through our Med Control to improve delivery of EMS services; this will include new drugs and other various changes
- Create and manage drills and conduct annual training that includes all BOE administrators, teachers, custodians and other staff members

Ambulance Service Continued

Program Accomplishments FY 2015:

- Held several car safety seat inspection clinics. An additional volunteer member was trained as a certified inspector. This is an important addition as there are few certified inspectors available in our area.
- Continued hosting informational meetings with businesses and residents to inform them of the services provided by both volunteer and career staff.
- Several members continue to become cross-trained between EMS and Fire. Cross-trained staff maximizes the amount of staff that are available to mitigate any type of emergency.
- Continued with an ambulance duty crew schedule Monday through Thursday from 6:00pm to 6:00 am and Friday 6:00pm through Monday 6:00am. This schedule ensures that any first medical call is covered with the minimum volunteer staff needed to operate the ambulance. There has been a drastic reduction in re-tones, mutual aid and general response time
- Satisfied the renewal requirements for a HEARTSafe Community

Animal Control

Program Objectives and Goals FY 2015:

- Collaborate with surrounding Towns to share personnel, equipment, and services
- Continue to investigate complaints and provide related information for domestic animals, livestock, and wildlife issues as warranted



This department is responsible for more than just domestic animals.

(Photos courtesy of Tolland residents)

Animal Control Continued

Program Accomplishments FY 2015:

- An informative flyer was distributed to random neighborhoods emphasizing statute §22-238 regarding Dog Licensing. This campaign is successful and we want to keep encouraging dog owners to communicate with the Animal Control Office regarding the status of their pet(s)
- Updated Emergency Operations Plans (E.O.P.) to include sheltering facilities for pets and arranged shared agreements with surrounding towns & area kennels to assure adequate kennel space in the event of a disaster
- Continue mailing and posting surveys in an effort to gather information for creating a database of special animals and enlist volunteers to help and/or loan their specialized equipment in the case of an emergency rescue or evacuation
- Continued the use of the Tolland Animal Control Facebook page to advertise missing and found animals, animals available for adoption and to keep residents informed of animal related events

Animal Control Continued

- Received monetary donations which help offset veterinarian costs for the pound
- Received many donations of animal food and toys that significantly off-set food expenses
- Sought and was awarded several grants from pet supply companies for animal food and animal toys
- Created an email address animalcontrol@tolland.org to allow residents to easily communicate electronically with the Animal Control Officers.
- Officers visited schools to speak with children about animal safety and the Animal Control field.
- Completed the annual Unlicensed Dog Survey. This entitles Tolland to keep an additional 10% of the dog licensing fees.
- A low-cost rabies vaccination clinic was held in conjunction with the CT Veterinary Medical Association (CVMA). Town resident Dr. Gayle Block, DVM volunteered her time and administered 70 vaccinations. Due to the overwhelming success of this clinic the department will hold another clinic on June 6, 2015



Emergency Preparedness

Program Objectives and Goals FY 2016:

- Continue to identify and create a permanent space for the Town's Emergency Operations Center (E.O.C.) and equipping it properly
- Conduct more informational meetings and training sessions on emergency preparedness
- Continue investigating and researching new technology to enhance the capabilities of field operations

Program Accomplishments FY 2015:

- Public Safety staff credentialed safety and security drills in the public schools throughout the year. At the conclusion of each drill, school administrators and Public Safety officials meet to discuss the drill and highlight what went well and what needs improvement
- Prepared and applied for a School Security Grant resulting in a \$414,000 award to the Town of Tolland for school security improvements

Emergency Preparedness Cont.

- Participated in several meetings about school safety and security
- Annual update of all Town and School Emergency Plans
- Career staff taught the first STEP class (Student Tools for Emergency Planning). This program, sponsored by FEMA is designed to teach students how to prepare for emergencies and disasters. It educates, empowers, and trains students to become leaders in family emergency preparedness. There was no cost to the Town or Education system. This class was delivered to over 226 students at Tolland Intermediate School
- Upgraded the Everbridge notification system
- In conjunction with the State of Connecticut Department of Emergency Management and Homeland Security (DEMHS), the Director presented a training class for our senior citizens on the “Emergency Financial First Aid Kit” in which 84 seniors attended

Emergency Preparedness Cont.

- The Director of Public Safety monitored WebEOC on several occasions when the State EOC was activated
- Annual update of the Special Needs files
- Updated various set-ups and components in the Emergency Operations Center from previous years' experience
- The volunteer@tolland.org email address is active. Residents can use this email address to volunteer their assistance in case of emergencies
- Continued using @TollandAlert Twitter account to broadcast various Emergency Preparedness and Public Safety Information



Emergency Preparedness Cont.

- The Director of Public Safety conducted a series of C.E.R.T. (Community Emergency Response Team) classes for residents. C.E.R.T. is a national program that trains ordinary people how to support first-responders in the event of a town-wide disaster. 19 residents completed the first series of classes, graduated and now hold national certification. They were sworn in as part of the newly formed team known as Tolland C.E.R.T. 40. Subsequently two additional series of classes have been offered to bring our total, sworn CERT staff to almost 40 volunteers! The addition of the C.E.R.T. team will ensure additional support staff is trained in a variety of tasks including EOC responsibilities. It is important to note that while adding additional volunteer staff will undoubtedly be beneficial, please keep in mind that this is additional staff that will need to be managed and require equipment, supplies and separate training to enhance and maintain skills





Fire Prevention (Fire Marshal)



Program Objectives and Goals FY 2016:

- Identify our high-risk life-safety hazards and implement a progressive plan for annual inspections.
- Increase the amount of mandated annual inspections this office is able to complete.
- Establish a plan to voluntarily inspect all non- required business occupancies for voluntary fire code compliance.
- Identify and classify all occupancy types in town. Share this data with the Building Official and Planning Department.
- Establish an ordinance implementing fees for Fire Marshal's office permits, inspections and plan reviews to help offset the costs of reviewing plans and inspecting businesses.

Fire Prevention Continued

Program Accomplishments FY 2015:

- Investigated multiple dwelling fires for cause and origin determination.
- Completed annual fire inspections of the Tolland Public Schools
- Completed several plan reviews
- Worked with Planning and Development and the Building Official to complete several commercial “Certificate of Occupancy” inspections
- Approved several blasting permits
- Attended state-wide Fire Prevention Poster Contest luncheon where Tolland 5th grader Kathryn Mary-Margaret Heaney was announced as the overall State of Connecticut contest winner. Heaney’s winning poster marked the 2nd consecutive state-wide winner for Tolland!



Fire Suppression



Program Objectives and Goals FY 2016:

- Continue to have Public Safety staff credential safety and security drills in the public schools throughout the year. At the conclusion of each drill, school administrators and Public Safety officials meet to discuss the drill and highlight what went well and what needs improvement
- Conduct more information awareness and training opportunities to teach and educate the public and businesses on all aspects of Fire Safety, as well as try and recruit those that might be in an attendance
- Place into service a new service truck that will replace a 2002 Ford pick-up truck referred to as Service 140. The department will refurbish the old pick-up truck to create a flatbed style utility vehicle which will extend the useful life of the vehicle

Fire Suppression Continued

Program Accomplishments 2015

- Received a private grant in the amount of \$7,500 which will be used for special dive-rescue equipment
- Hosted the third annual Awards Ceremony at the Tolland High School. This ceremony acknowledged the significant accomplishments of both our volunteer and career staff as well as a few civilians
- Placed into service a used 1990 105' aerial ladder truck which was purchased from Berlin, Connecticut and the department refurbished. Sold the 75' 1991 ladder truck for \$72,000 and placed those funds back into the Town's apparatus budget which covered the costs of the refurbishment
- Purchased and installed mobile data hardware and software in the fire stations, Training Center and in the apparatus to allow for accurate pre-fire planning updates and to promote a paperless operational environment
- Received a grant from Public Eye for interoperable first-response software interconnected with our 911 Records Management System and Twitter for Fire, Law, EMS, EMD, EOC and ACO. This also monitors Twitter in proximity of emergency incidents that Public Safety is mitigating

Department Future Needs

Ambulance, Fire, and Rescue

- Additional space needs include office space, housing for apparatus, general storage, records storage, kitchen, and sleeping quarters. Additionally, some of our current facilities will need general repairs and improvements
- Continue examination of volunteer incentive and retention programs. At this time, volunteers have to bear significant out-of-pocket costs to volunteer their time to the community
- Increase the number of career staff. The department currently operates with six full-time career staff. Our career staff are cross-trained to handle medical, fire and rescue emergencies. Historically, Tolland runs several medical calls simultaneously. These medical calls require a minimum of two staff to operate. Simultaneous medical calls require four staff. Best case scenario you have two career staff left in town to operate a third call. Many times career staff are off, on vacation or on sick leave
- Improve the security of our facilities to include electronic access control and IP based security cameras.

Department Future Needs

Animal Control

- Space needs – The current dog pound is outdated and is not current with today's standards set by the State of Connecticut.
- A fence around the perimeter of the shelter is needed in order to prevent theft of animals in our custody (sometimes being held as evidence for a case). Also, fencing would provide additional safety to animals in our care and protection of the building.
- For a town as large as Tolland, at least one full-time employee is needed to provide adequate coverage.
 - Staffing - Currently there are only 30 hours per week that are budgeted. These hours are split between two part-time Animal Control Officers (ACO) in order to cover 24 hours a day, 7 days a week, 365 days per year.
 - One ACO works 20 hours per week.
 - Monday thru Thursday, 5 hours per day.
 - One ACO works 10 hours per week.
 - Friday 4 hours, Saturday 3 hours and Sunday 3 hours.

Department Future Needs

Animal Control (continued)

- Large Animal Trailer – Over the past several years. The calls for service for large domesticated animals (i.e.: horses, cows, pigs, and alpacas) have risen. Often times these animals have strayed from their residences and need transportation home or to a veterinarian.



This photograph is demonstrative of the type of trailer that is required to safely transport large domestic animals such as horses.

Department Future Needs

Emergency Management

- A dedicated space for an Emergency Operations Center is needed. Currently, the EOC is located at the Fire Department's Training Center. Ideally the EOC should be set-up and ready to run at a moment's notice. Having to set-up and breakdown the EOC takes many hours. Resources such as radios, computers and phones cannot remain out because of the lack of security. The training room is used for fire department training purposes and is often used by the general public. While we have made some technological improvements that reduce our set-up time and center efficiency, a permanent facility is still required
- Funding for Tolland CERT 40 is needed to for gear, clothing, supplies, equipment, training materials and classes,
- Office and storage space is needed to accommodate C.E.R.T. personnel, equipment and supplies

Department Future Needs

Fire Prevention (Fire Marshal)

- Increase hours allotted to this position to meet the regulatory requirements for inspections and increased demands for service
- Replace current vehicle
- Clerical assistance is needed to provide administrative support in order to meet reporting requirements and timely responses to requests
- Technology - to have computer access remotely in the field
- Improved tracking of home businesses which may increase fire potential

Incident Call Data

	Actual	Actual	Actual	Estimated	Anticipated
Performance Data	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Fire	501	516	405	450	500
Medical	1,102	1,135	1,235	1,272	1,300
Hazardous Materials	43	46	33	40	42
Motor Vehicle Accidents	113	118	111	115	115
Other Emergency/Service Calls	815	839	368	375	380
Non-Emergency	2,392	2,464	2,563	2,750	2,825
Total Activity	4,966	5,118	4,715	5,002	5,162



Tolland Alert
Notification System



Tolland Alert Emergency Notification Program

Powered by  everbridge

TOLLAND ALERT

Start Receiving
EMERGENCY
Instructions and Information
anytime and anywhere.

one call reaches all

SIGN UP HERE

powered by Everbridge

Get alerted about emergencies and other important community news by signing up for Tolland Alert, our Emergency Notification Program. This emergency notification system enables the Town of Tolland to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons, and evacuation of buildings or neighborhoods.

You will receive time-sensitive messages wherever you specify, such as your home, cell, or business phone, email, text messages, hearing impaired receiving devices, and more. **You pick where, you pick how.**

Visit www.tolland.org to sign up

