



# HUMAN SERVICES

Presentation March 16, 2016

# Human Services Staff

## **Beverly Bellody, M.S.**

- Human Services Director
- Fair Housing Officer
- Grants Administrator

## **Rebecca Ellert**

- Elderly Outreach Caseworker
- Medicare CHOICES Counselor
- Municipal Agent

## **Nancy Dunn, L.P.C.**

- Assistant Human Services Director
- Youth Services Coordinator

## **Fran Weigand**

- Senior Center Director

## **Stephanie Mansell, B.S.**

- Human Services Case Manager

## **Bridget Joy**

- Administrative Secretary
- Notary Public

# HUMAN SERVICES BUDGET

## **BUDGET:**

Increase by \$4,484

- Dues and Memberships increased by \$46
- Other Services and Fees increased by \$788, offset by increase in DMHAS Local Prevention Grant
- Travel Reimbursement decreased by \$40, reduction in IRS mileage rate
- Remaining increase is associated with payroll

FUNCTION	ACTIVITY			PROGRAM				CODE
Community Services	Human Services			Human Services				320-00
Line Item Description	2012-2013	2013-2014	2014-2015	2015-2016	2015-2016	2016-2017	2016-2017	% Increase
	Actual	Actual	Actual	Adopted	Amended	Department	Manager	Over
						Proposed	Proposed	Adopted
REGULAR PAYROLL	253,276	222,991	246,533	256,509	262,659	260,199	260,199	
Human Services Director								
Assistant Human Services Director								
Administrative Secretary								
Human Services Case Worker								
Elderly Outreach Worker								
COMMUNICATIONS	855	954	608	720	720	720	720	
DUES AND MEMBERSHIPS	1,103	715	707	752	752	798	798	
OTHER SERVICES AND FEES	2,226	2,500	2,193	2,000	2,000	2,788	2,788	
TRAINING AND DEVELOPMENT	190	385	320	370	370	370	370	
TRAVEL REIMBURSEMENT	611	770	534	667	667	627	627	
OFFICE SUPPLIES	885	945	834	945	945	945	945	
PROGRAM MATERIALS	884	1,046	974	800	800	800	800	
HOCKANUM VALLEY	48,508	55,853	55,853	55,853	55,853	55,853	55,853	
VISITING NURSES	8,320	8,320	8,319	7,000	7,000	7,000	7,000	
PAYROLL EXPENDITURES	253,276	222,991	246,533	256,509	262,659	260,199	260,199	
OPERATING EXPENDITURES	63,582	71,488	70,342	69,107	69,107	69,901	69,901	
TOTAL HUMAN SERVICES	316,858	294,479	316,875	325,616	331,766	330,100	330,100	1.38%

## **REGIONAL PROGRAM**

**Hockanum Valley Dial-A-Ride Budget: \$55,583**

DOT Allocation for Tolland: \$29,382; Town Share: \$26,471

Funded by the Department of Transportation State  
Matching Grant Program Elderly and Disabled Demand-  
Responsive Transportation

- Regional Program with Tolland, Ellington and Vernon
- Eligibility: 60 yrs. of age, or qualified disabled adults
- Provides van transportation to local medical appointments, grocery shopping, other shopping, social & recreational locations
- Transportation provided Mon-Fri, 8:30 AM-4:00 PM
- Advance reservations required: call 860-870-7940
- \$2 donation each trip/ \$4 round trip

# GRANT & PROJECT MANAGEMENT

Although the Human Services budget is relatively small in comparison to other budgets, the staff in the Human Services Department has been responsible for budget and project management of several significant community projects.

## **Current Projects:**

- Library Expansion Project - \$2,600,000
- Highway Garage - \$500,000 STEAP Grant (pending)

## **Projects successfully closed and in full compliance with State and Town requirements:**

- Tolland High School & Lighting Project - \$ 1,070,000
- Cross Farms Concession Facility- \$591,734
- Hicks HVAC Renovations Geothermal Installation - \$3,600,000
- Small Cities Housing Rehabilitation Grant: \$300,000

# **GRANT MANAGEMENT (Youth Services)**

- Department of Mental Health and Addiction Services/ERASE Grant funding - \$3,893 annually
- State Department of Education, Youth Service Bureau Grant - \$20,467 annually

# SENIOR CENTER SERVICES

## **BUDGET:**

Increase by \$54

- Dues and Memberships increased by \$50 (BJ's Membership)
- Other Services and Fees increased by \$4 (P.O. Box Fee increase)



FUNCTION	ACTIVITY			PROGRAM				CODE
Community Services	Human Services			Senior Center Services				310-00
Line Item Description	2012-2013 Actual	2013-2014 Actual	2014-2015 Actual	2015-2016 Adopted	2015-2016 Amended	2016-2017 Department Proposed	2016-2017 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL Senior Center Director	40,383	40,113	48,985	50,287	50,666	50,287	50,287	
DUES AND MEMBERSHIPS	105	95	73	95	95	145	145	
OTHER SERVICES AND FEES	1,583	1,824	1,409	1,992	1,992	1,996	1,996	
TRAINING AND DEVELOPMENT	15	15	0	100	100	100	100	
OFFICE SUPPLIES	349	340	819	350	350	350	350	
AGRICULTURAL AND CUSTODIAL	0	400	0	200	200	200	200	
SENIOR CITIZEN PROGRAMS	3,918	4,000	3,784	4,000	4,000	4,000	4,000	
PAYROLL EXPENDITURES	40,383	40,113	48,985	50,287	50,666	50,287	50,287	
OPERATING EXPENDITURES	5,970	6,674	6,085	6,737	6,737	6,791	6,791	
TOTAL SENIOR CENTER SERVICES	46,353	46,787	55,070	57,024	57,403	57,078	57,078	0.09%



Tolland Recreation Department  
Presentation March 16, 2016

# Recreation Statistics

Performance Data	Actual 2014-2015	Estimated 2015-2016	Anticipated 2016-2017
Pre-School Program Participants	110	140	150
Youth Sports Participants	915	915	950
Youth Program Participants	920	1,000	1,000
Adult Sports Program Participants	455	460	480
Adult Education Program Participants	300	320	340
Trips & Special Events	1,822	4,000*	2,000
Pavilion Events	60	65	65
Lodge Events	160	150	160

# BUDGET

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

Recreation:	<u>\$ Change</u>
	(-4,690)

**Professional Services:** Increased from \$4,000 to \$6,000 for Celebrate Tolland Festival.

**Utilities:** Decreased \$9,000 due to lower fuel prices and less consumption.

Remaining increase is associated with payroll.

<b>FUNCTION</b>	<b>ACTIVITY</b>			<b>PROGRAM</b>				<b>CODE</b>
<b>Community Services</b>	<b>Recreation and Adult Education</b>			<b>Recreation and Adult Education</b>				<b>500-00</b>
Line Item Description	2012-2013 Actual	2013-2014 Actual	2014-2015 Actual	2015-2016 Adopted	2015-2016 Amended	2016-2017 Department Proposed	2016-2017 Manager Proposed	% Increase Over Adopted
<b>REGULAR PAYROLL</b> Recreation and Adult Education Director	120,870	81,239	77,937	77,000	80,222	79,310	79,310	
<b>PROFESSIONAL SERVICES</b>	0	3,955	3,893	4,000	4,000	20,000	6,000	
<b>UTILITIES</b>	0	0	0	53,000	53,000	56,000	44,000	
<b>PAYROLL EXPENDITURES</b>	120,870	81,239	77,937	77,000	80,222	79,310	79,310	
<b>OPERATING EXPENDITURES</b>	0	3,955	3,893	57,000	57,000	76,000	50,000	
<b>TOTAL RECREATION AND ADULT EDUCATION</b>	120,870	85,194	81,830	134,000	137,222	155,310	129,310	-3.50%

# Major Projects to be Completed by June 30, 2016

- Resurfacing of the tennis court at Crandall's Park
- Resurfacing of the basketball court at Crandall's Park
- 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 Special Events and Fundraisers

# Accomplishments

- Assisted in the implementation of the extremely successful Tolland 300<sup>th</sup> picnic and parade.
- Implemented a new registration system for the Recreation Department.
- Worked with a new company to create a Tolland wide community newsletter.
- Increased participation in the preschool program. Tolland Tykes now has two full classes.
- Increased Summer Camp participations numbers.
- Increased youth basketball participation numbers. Started a very successful league for high school students.

# Accomplishments

- Held a successful trick or treat alley at the Recreation Department.
- Created a youth sports sponsorship program to help offset the cost of Youth Basketball.
- Started new programs to better serve the needs of the Tolland community.
- Had a caterer's access ramp added to the Lodge to finish off the side entrance project. This project was completed as an Eagle Scout project.





LIBRARY

Presentation March 16, 2016

# **RESPONSIBILITIES**

**LIBRARY – 1 Director, 5.97 Staff, (4FT, 4PT)**

## **Administration**

Management and provision of library services

## **Bibliographic Instruction**

Teaching patrons to use the computer, online databases, Microsoft office and navigate the Internet

Maintenance and troubleshooting of the library's computers

## **Children's Programming**

Introduces Tolland's children to reading and social interaction

Supports literacy and learning

## **Circulation**

Handles customer transactions including registration, collecting overdue fees, charging and discharging materials, placing holds, faxing, and registering program participants

# RESPONSIBILITIES

## **Networking**

Attending workshops and conferences  
Participation in several library consortia

## **Outreach**

Visits to elderly, disabled, children in daycare and patrons with special needs

## **Public Relations**

Marketing and promoting the library's services to residents  
Brochures, website, Facebook, e-blasts, calendars, displays, informational packets for new residents

## **Reader's Advisory**

Consultations with patrons on reading selections

# **RESPONSIBILITIES**

## **Reference**

Timely and accurate response to users' questions using print, research databases and the Internet

## **Serials**

Acquisition and processing of materials that are obtained in successive parts and include magazines, journals, and newspapers

## **Technical Services**

Acquisition, cataloging, processing, and maintenance of the library's collections

## **Young Adult**

Provide materials and services for tweens and teens



**2016 Poetry Slam Participants**





**Super Hero Club – Summer Reading Program 2015**



**Weekly Chess Club**





**Celtic Music**



# Budget

## **Library Services:**

**\$Change  
\$3,540**

- Professional Services – Participation in a state program for loaning books to other libraries - \$325
- Dues and Memberships – Increase in cost of participating in a program that through cooperative purchasing saved the library \$16,620 in 2014-15 -\$170
- Remaining increase is associated with payroll

FUNCTION	ACTIVITY			PROGRAM				CODE
Community Services	Library Services			Library Services				400-00
Line Item Description	2012-2013 Actual	2013-2014 Actual	2014-2015 Actual	2015-2016 Adopted	2015-2016 Amended	2016-2017 Department Proposed	2016-2017 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	311,193	313,419	328,935	335,178	339,168	337,223	338,223	
Library Services Director								
Reference Librarian								
Children's Librarian								
Library Technical Assistant								
Library Circulation Assistant (4)								
PROFESSIONAL SERVICES	325	0	0	0	0	325	325	
SERVICE CONTRACTS	190	168	84	84	84	84	84	
DUES AND MEMBERSHIPS	560	610	560	560	730	730	730	
OTHER SERVICES AND FEES	30,055	29,153	28,605	28,748	28,748	28,748	28,748	
TRAINING AND DEVELOPMENT	410	670	560	585	415	585	585	
OFFICE SUPPLIES	3,056	2,746	3,027	3,000	3,000	3,000	3,000	
PROGRAM MATERIALS	1,696	1,495	1,499	1,500	1,500	1,500	1,500	
BOOKS AND SUBSCRIPTIONS	35,066	36,894	36,633	37,000	37,000	37,000	37,000	
PAYROLL EXPENDITURES	311,193	313,419	328,935	335,178	339,168	337,223	338,223	
OPERATING EXPENDITURES	71,357	71,736	70,968	71,477	71,477	71,972	71,972	
TOTAL LIBRARY SERVICES	382,550	385,155	399,903	406,655	410,645	409,195	410,195	0.87%

# Statistics

- Total number of registered borrowers: 5,590
- Library circulation totaled: 125,480 transactions
- Number of programs: 291
- Number of attendees at library programs: 5,712
- Library visits: 75,996
- Number of reference questions: 12,129



# LAW ENFORCEMENT

Presentation March 16, 2016

# RESPONSIBILITIES

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

Law Enforcement Division is to protect life and property and to enforce State laws and Town ordinances. Resident Trooper 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, Detective Division, Emergency Services Division, Forensic Laboratory, State Fire Marshal's Office, Narcotics Division, Canine Division, Bomb Squad, Traffic Division and other resources, including the Office of Homeland Security.

# Budget

## Law Enforcement: Major Adjustments

\$Change  
\$103,985

### **Professional Services**

- Increase in Resident Trooper's salaries from \$587,200 to \$689,825, an increase of \$102,625 due to an expected increase in the fringe rate to 93.85%.

### **Service Contracts**

- Copy Machine Expense remains at \$1,200.00. \$100.00 service contract for typewriter has been removed and typewriter to be declared surplus.

### **Printing**

- Flyers for miscellaneous programs. This line item allows Troopers to hand out publications at various presentations we are asked to do throughout the year. No changes in this line item from budget year 2016/2017.

# Budget

## **Training & Development**

- This line item remains the same at \$500.00. Traffic Authority and miscellaneous conferences will allow members of the Tolland Resident Trooper's Office to attend various conferences throughout the year that are related to our core job functions as Troopers.

## **Office Supplies**

- This line item increased from \$600.00 to \$1,000.00, a difference of \$400.00. The reason for the increase is the rising cost of supply expenses and the need to purchase drinking water.

## **Minor Tools (No changes in this line item from budget year 2016/2017)**

- Yearly calibration of radar/laser equipment, \$725.00.
- Miscellaneous tools, \$300.00. This line item allows Troopers to purchase necessary equipment as needed.
- Miscellaneous maintenance supplies, \$500.00.
- Speed trailer batteries, \$200.00.

# Budget

## **Program Materials**

- Miscellaneous materials for different programs. No changes in this line item from budget year 2016/2017. This line item allows Troopers to hand out Trooper hats and stickers, coloring books and various items at presentations we are asked to do throughout the year. (Senior Safety, Bicycle Safety, Truck Day, the annual Toy Drive and more.)

## **Explorer's Post (Police)**

- Increase from \$700.00 to \$1,400.00 due to Explorer participant increase and the need for uniforms and equipment. The Explorer's participate in the following events: Cider Mill Road Race, Annual Toy Drive, Kim's Fun Run, Festival of Lights, CT Military Vehicle Show & Flea Market, Middle School Career Day and the Annual Antique Show.



FUNCTION	ACTIVITY			PROGRAM				CODE
Public Safety Services	Law Enforcement			Law Enforcement				760-00
Line Item Description	2012-2013 Actual	2013-2014 Actual	2014-2015 Actual	2015-2016 Adopted	2015-2016 Amended	2016-2017 Department Proposed	2016-2017 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	27,760	17,463	23,690	24,323	24,506	24,323	24,323	
Administrative Secretary								
OVERTIME	10,000	4,501	28,499	28,500	28,500	28,500	28,500	
PROFESSIONAL SERVICES	542,328	576,524	659,471	587,200	587,200	729,647	689,825	
COMMUNICATIONS	17,801	16,891	18,141	22,723	22,723	23,083	23,083	
SERVICE CONTRACTS	51	84	1,125	1,300	1,300	1,200	1,200	
PRINTING	0	0	0	250	161	250	250	
TRAINING AND DEVELOPMENT	0	380	0	500	0	500	500	
OFFICE SUPPLIES	1,007	1,216	791	600	600	1,000	1,000	
MINOR TOOLS	868	745	840	1,725	1,725	1,725	1,725	
REPAIRS	0	0	34	200	200	200	200	
PROGRAM MATERIALS	425	414	839	700	700	700	700	
BOOKS AND SUBSCRIPTIONS	107	83	147	150	150	150	150	
OTHER EQUIPMENT	2,590	0	0	100	100	100	100	
EXPLORER POST (POLICE AND FIRE)	389	698	1,157	700	1,289	1,400	1,400	
PAYROLL EXPENDITURES	37,760	21,964	52,190	52,823	53,006	52,823	52,823	
OPERATING EXPENDITURES	565,564	597,035	682,543	616,148	616,148	759,955	720,133	
TOTAL LAW ENFORCEMENT	603,324	619,000	734,733	668,971	669,154	812,778	772,956	15.54%

# Revenue

- During FY 2014/2015 the Town received a total of \$6,530 in revenue through the form of pistol permits and an additional \$17,165 through infractions/tickets that were issued in the Town of Tolland. The total amount of revenue collected was \$23,695.



## PUBLIC SAFETY

Presentation March 16, 2016

# **RESPONSIBILITIES**

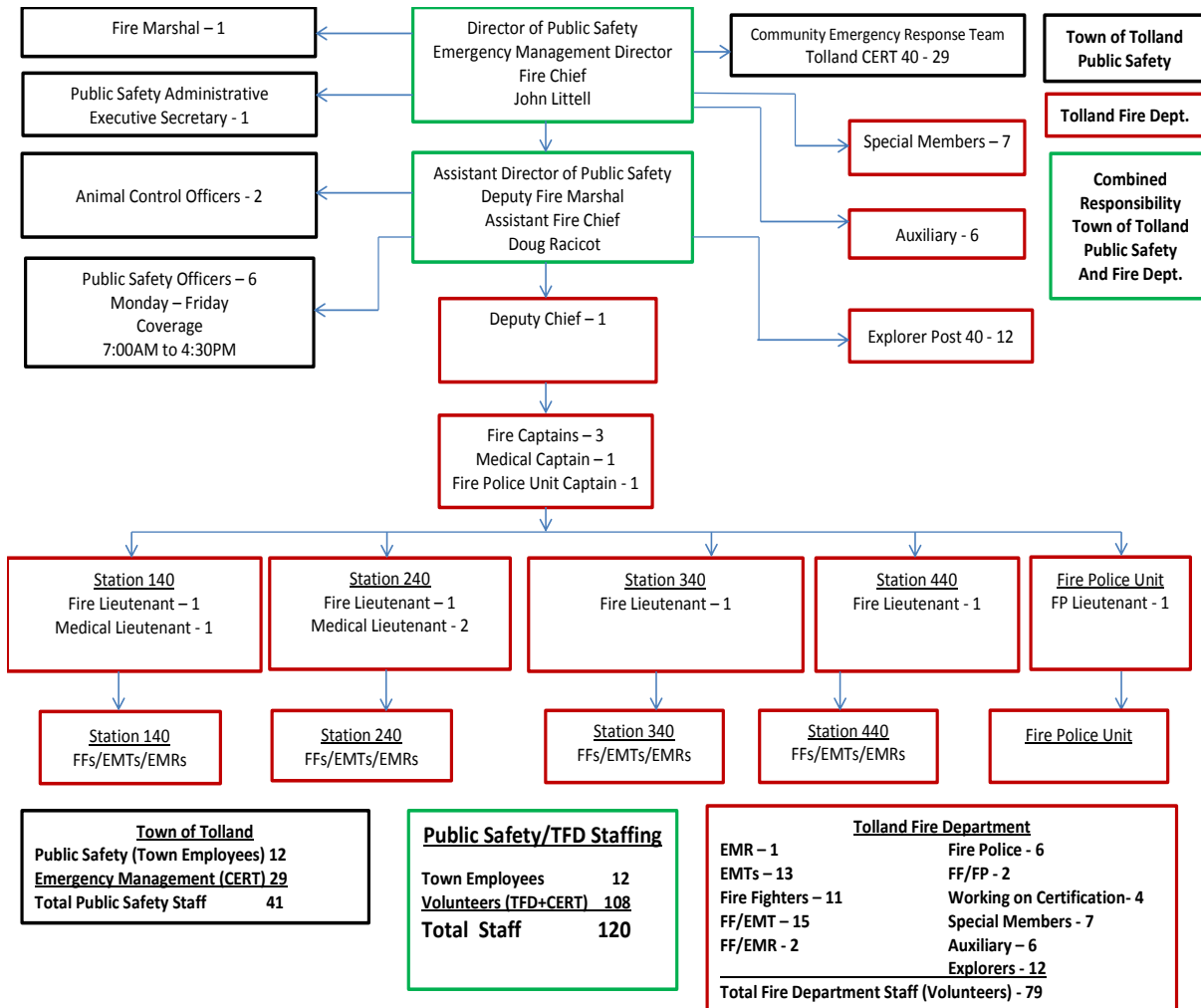
## **PUBLIC SAFETY**

### **Town Employees**

- 1 Full-time Director who is also Fire Chief and Emergency Management Director
- 1 Full-time Asst. Director who is also the Asst. Fire Chief and Deputy Fire Marshal
- 1 Full-time Administrative Secretary
- 1 Full-time Fire Marshal
- 6 Full-time Public Safety Officers (FF/EMTs) Monday Thru Friday
- 2 Part-time Animal Control Officers

### **Volunteers**

- 1 Deputy Chief of Operations
- 1 Deputy Chief of Professional Development
- 3 Fire Captains
- 1 EMS Captain
- 1 Fire Police Unit Captain
- 4 Fire Lieutenants
- 3 Medical Lieutenants
- 1 Fire Police Lieutenant
- 65 Members including Firefighters, EMTs, Fire Police, Special and Auxiliary
- 12 Explorers
- 29 (CERT) Community Emergency Response Team Members



### **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.

### **Explorer Post 40**

To provide the necessary training, leadership and experience to youths seeking a career in Firefighting or Emergency Medical Services. The Post is run by both career and volunteer staff. Together they teach many hands-on skills while strengthening these young members' drive to work as a team as well as to teach the importance of self-respect and community responsibility.

## **Fire Marshal**

To provide the residents of Town with an acceptable level of service that can be achieved through the hours of coverage budgeted for the Fire Marshal. Duties include ensuring that fire codes are adhered to through proper code enforcement and inspections, 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 promptly investigates all fires in Town.

## **Fire-Rescue Services**

To provide the necessary staff between career and volunteer 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.

## **Community Emergency Responder Team**

To train, prepare and establish a working group of everyday citizens, business leaders and interested residents to be prepared for emergencies as well as provide assistance to emergency personnel and during disasters.

# BUDGET

## **Fire/Public Safety:**

## **\$ Change**

**+\$59,520**

Increase is due to a combination of anticipated additional hydrants (\$5,722), funding a part-time clerical position (\$18,020) along with other non-union and contractual salary increases, communications and equipment.



[illegible]

# Personnel Changes

- The Fire Marshal's office is now covered full-time by Rob DaBica. Originally he was Tolland's Deputy Fire Marshal with Doug Racicot occupying the Fire Marshal spot. Recently Rob DaBica was appointed as Fire Marshal and Doug Racicot was appointed as the Deputy Fire Marshal. No additional hours were added. The Fire Marshal is budgeted for 40 hours. The Deputy Fire Marshal has no budgeted hours.
- Several new Emergency Medical Technicians, Fire Fighters and Special Members have joined the Volunteer Department bringing the membership ranks to just over 79 members.
- The Explorer Post has expanded to 12 members. These young men and women have been trained to run the Post independently with the assistance of several new Advisors. Past accomplishments include a member being appointed by the Connecticut Fire Academy's Introduction to the Fire Service summer program to the position of Junior Counselor. This appointment was achieved after a state-wide rigorous and competitive process in which our Explorer program successfully prepared the candidate. Explorer's often join the Fire Department ranks as either a firefighter or an EMT after leaving the Post.

# Personnel Changes (cont.)

- Tolland CERT 40 our Community Emergency Response Team has lost a few members mostly due to people moving out of the State. The Team continues to participate in various training sessions. The goal is to establish internal leadership so the Team, once activated, can run independently with only the direction of the Emergency Management Director. Once internal leadership is established the Team can be used more effectively in the future.



# Water Supply



## ***Program Objectives and Goals FY 2017:***

- Two additional increases in units anticipated for FY 2017

## ***Program Accomplishments FY 2016:***

- Maintained current system and installed new Hydrant Markers



# Ambulance Service



## ***Program Objectives and Goals FY 2017:***

- Train in new protocols as they are ever changing from the State
- Continue 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, safety and efficiency of personnel.
- Continue to train and implement new programs through our Med Control to improve delivery of EMS services; this will include new drugs and other various changes.
- Place in service replacement Ambulance 640 which will require some new training as the department has changed the chassis to a four wheel drive unit. Ideally, the department would like to add a third ambulance to our fleet to ensure we have two ambulances in service at all times. Tolland is one of the few area communities operating with only two ambulances. Vernon, Coventry, Mansfield and Stafford are all operating with a minimum of three ambulances. However, adding a third ambulance can't occur until the fire stations are updated and their additions have been built.

# Ambulance Service (cont.)

## ***Program Accomplishments FY 2016:***

- Continue with an Ambulance Duty Crew Schedule Monday through Thursday from 6:00pm to 6:00am and Friday 6:00pm through Monday 6:00am. This schedule ensures that the first medical call is quickly covered with the minimum volunteer staff needed to operate the ambulance. Historically, calls for service tend to piggyback one another, which requires a second crew. There has been a drastic reduction in re-tones, mutual aid and general response time.
- Satisfied the renewal requirements for a HEART Safe Community.
- Instituted the Narcan Program and in which 4 lives have already been saved!
- Reestablished control of the AED Automatic Defibrillator Maintenance Program. Previously this monthly service was run by an outside agency. Now it is run by one of our Medical Lieutenants. We hope to expand this program in the future.

# Ambulance Service (cont.)

- Several members became Certified CPR-AED and First-Aid Instructors. With this level of certification we are now able to deliver CPR-AED and First-Aid training in-house to all Fire Department staff, as well as to specialized local groups, CERT Teams, Explorers etc.
- Expanded our team of Certified Car Seat Inspectors. We now have 2 Certified Inspectors. Several times a year the Department hosts Car Seat Clinics and we offer individual inspections on an as needed basis.



# Animal Control



## ***Program Objectives and Goals FY 2016:***

- Place into service the Horse Trailer which was purchased from a local resident at a considerable discount. The resident generously reduced their asking price by half and the trailer was able to be purchased for only \$800.00
- Continue to promote proper licensing and the importance of vaccinating pets on a regular schedule.
- Continue to mitigate neighbor vs. neighbor complaints which seem to be on the rise especially with the economy.
- Continue to investigate complaints and provide related information for domestic animals, livestock, and wildlife issues as warranted.
- Tolland will host it's 3<sup>rd</sup> low-cost rabies vaccination clinic in May 2016.
- Increase the hours of coverage for both part-time Officers. Ideally it would be beneficial to merge with another town and provide full-time coverage.



# Animal Control (cont.)

## ***Program Accomplishments FY 2016:***

- An informative flyer was distributed to random neighborhoods emphasizing statute §22-238 regarding Dog Licensing. This campaign is successful and we strive to continue encouraging dog owners to communicate with the Animal Control Office regarding the status of their pet(s).
- Continually update Emergency Operations Plans (E.O.P.) to include sheltering facilities for pets. Arranged shared agreements with surrounding towns & area kennels to assure adequate kennel space in the event of a disaster.
- Continued 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.
- Received monetary donations which help offset veterinarian costs for animals in the pound.
- Received many donations of animal food and toys that significantly off-set food expenses.
- Continued the using Tolland Animal Control's Facebook page to advertise missing and found animals, animals available for adoption and to keep residents informed of animal related events
- Applied for and awarded several grants from pet supply companies for animal food and animal toys.

# Animal Control (cont.)

- Created email address [animalcontrol@tolland.org](mailto: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 the Town of Tolland to keep an additional 10% of the dog licensing fees that are collected.
- A low-cost rabies vaccination clinic was held in May 2015. More than 70 low-cost vaccinations were administered. Due to the overwhelming success of this clinic, the department will hold another clinic on May 14, 2016.



This department is responsible for more than just domestic animals.  
(Photos courtesy of Tolland residents)



# Emergency Preparedness

## ***Program Objectives and Goals FY 2017:***

- Continue to seek, identify and create a permanent space for the Town's Emergency Operations Center (E.O.C.) and equip 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 2016:***

- Met the State's new criteria and became certified in several new classes.
- Met the State's requirements for approval of the Emergency Management Performance Grant and submitted the annual updates to the Emergency Operations Plan.

# Emergency Preparedness (cont.)

- Hosted an informational session for local Houses of Worship entitled Developing Emergency Operations Plans for Houses of Worship.
- The Emergency Management Director monitored WebEOC on several occasions when the State EOC was activated.
- Participated in several State of Connecticut meetings about school safety and security. Over the last three years Tolland's Emergency Management Director was honored to sit on the State of Connecticut Department of Emergency Services and Homeland Security's task force that was charged with putting together new School Plans for Connecticut schools.
- The Emergency Management Director was replaced as the Tolland Public School District Emergency Coordinator. This position is now held by the Superintendent of Schools. All school Emergency Plans have been turned over to the new School Emergency Coordinator.
- Annual update of the Special Needs files.
- Participated in the Town-wide 300<sup>th</sup> anniversary celebration.
- Continued using @TollandAlert Twitter feed to broadcast various Emergency Preparedness and Public Safety Information.

# Emergency Preparedness (cont.)

- The [volunteer@tolland.org](mailto:volunteer@tolland.org) email address continues to be active. Residents can use this address to volunteer their assistance in case of emergencies.
- The Director of Public Safety conducted two more 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. 35 residents completed the 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. 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



## ***Program Objectives and Goals FY 2017:***

- 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.
- Provide a point of contact for customers at Town Hall offices.
- Reach out to businesses with a special presentation for fire safety and what the Connecticut State Fire Safety Code (CSFSC) means to them. A presentation is planned for early Spring.

# Fire Prevention (cont.)

## ***Program Accomplishments FY 2016:***

- 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.
- Completed inspecting all multi-family living units i.e. apartments and condos, for annual life-safety inspections.

# Fire Suppression



## ***Program Objectives and Goals FY 2017:***

- Continue to have Public Safety staff credential safety and participate in security drills in the public schools throughout the year with the State Police..
- Conduct more informational 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.
- Train and Place into service a new service truck that replaced the 2002 Ford truck referred to as Service 140. As well as Train and Place into service the refurbished old pick-up style truck which has a flat bed and a rack body to create a back-up utility vehicle.



# Fire Suppression (cont.)

- Received a private grant in the amount of \$5,000 which will be used towards TVs and equipment for the Training Center.
- Career staff taught the second 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 preparedness. There was no cost to the Town or Education system and this class was delivered to over 220 students at Tolland Intermediate School.

# 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. ( Continuing item )
- 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 (cont.)

## Animal Control

- Place into service the donated Large Animal Trailer. Over the past several years 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 the actual trailer we purchased. It requires some minor repairs as well as identifying graphics.

# Department Future Needs (cont.)

## 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. In addition cover hours of 6am to 6pm as we only cover 7am to 430. The department continues to lose great staff due to pay and benefits of other Towns.

# Department Future Needs (cont.)

## Fire, Rescue and Medical Services

- Continue to purchase and install 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. Present time only career staff and some volunteer fire officers have these units.
- Continue to improve the security of our facilities to include key card door access and motion activated cameras.

# Department Future Needs (cont.)

## 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 moments 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.
- Increase funding for Emergency Shelter supplies and equipment.
- Office and storage space is needed to accommodate C.E.R.T. personnel, equipment and supplies and other volunteers.

# Incident Call Data

<b>Performance Data</b>	<b>Actual 2012-2013</b>	<b>Actual 2013-2014</b>	<b>Actual 2014-2015</b>	<b>Estimated 2015-2016</b>	<b>Anticipated 2016-2017</b>
Emergency Calls	839	368	298	307	316
Non-Emergency	2,464	2,563	2,627	2,706	2,787
<b>Total Activity</b>	<b>5,118</b>	<b>4,715</b>	<b>4,947</b>	<b>5,095</b>	<b>5,248</b>



# Tolland Alert Emergency Notification Program

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**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](http://www.tolland.org) to sign up



